

Role	
Company Name	ICICI Lombard GI LTD
Number of Vacancy	15
Role Name / Designation / Role	Customer Service Manager
Business Group	Underwriting & Claims Group
Vertical	Property UW
Location	Pan India
Stakeholder Management	Senior Leadership, Sales Team, Underwriting & Claims Team, Brokers & Customers

Role Objective
<p>Key Responsibilities would be:</p> <ul style="list-style-type: none"> Responsible for handling insurance claims pertaining to commercial / non-commercial / manufacturing / servicing related establishments Manage claims from the time of intimation till settlement of the claim Hands on involvement and control of losses pertaining to stocks and business interruption Proactive management, loss site visits, implementation of loss mitigation /minimization measures to minimize claim outgo Suggest future loss control measures to Insured/Underwriting team. Provide input to underwriters on review of potential or existing insured’s claims experience Liaison with surveyors / loss adjusters / claimants / technical experts / investigators / salvage personnel in the course of claims settlement activity. Follow claims process laid down by the company and ensure compliance to internal commitments and deliverables Contribute to the Claims Case Study database of the Company by archiving the learnings from the claims cases handled

Must Haves
<p>Skills Required:</p> <ul style="list-style-type: none"> Quick learner with the ability to work under pressure and meet deadlines. The candidate should have a flair for sales, high on initiative, result orientated, good at relationship building, analytical & presentation skills. Must possess excellent communication and inter-personal skill Prior experience in Liability Insurance is a pre- requisite <p>Competencies Required:</p> <ul style="list-style-type: none"> Problem Solving Critical Thinking Soft Skills Collaborating & Result Oriented Negotiation Skills

Required Qualification / Experience
<ul style="list-style-type: none"> Full Time Graduate / Post Graduate 2+ years of relevant experience