

VACANCY (Jr) Claims Handler Casualty & PI Netherlands

RSA is a leading international general insurer operating in Scandinavia, Canada and the UK & International (including Ireland, Middle East and European branches). We are one of the world's longest-standing general insurers, providing peace of mind to individuals and protecting businesses from risk for more than 300 years. Today, we are proud to be a customer-focused, agile and resilient business, with strong regional brands and an emphasis on operational and performance improvement.

To strengthen our claims team in the Netherlands, we are currently hiring a (Junior) Claims Handler.

What this job is really like

You will spend the majority of your time handling Casualty (including Injury) and Professional Indemnity claims for (multinational) customers. Occasionally you can be asked to assist on other lines of business, like Marine, Construction or Property claims.

You will be setting up strategies to handle these claims, on multiple occasions working closely with a team of experts and lawyers. Quality of service to the client and brokers is key.

You will strive to handle all claims as good and as efficient as possible within policy conditions. You will also be managing the financial processing and keep all internal and external stakeholders up to date.

As (Junior) Claims handler at RSA you are customer focussed, commercial, a true team player and you enjoy visiting clients, brokers, events and claim locations.

The role is based in the Netherlands. You may be asked to travel occasionally.

This role reports into the Claims Manager.

RSA has extensive training programs to help develop throughout the different stages of your career.

Responsibilities

- *Handling and strategic planning of national and international casualty and Professional Indemnity claims*
- *Processing and updating of claims data in the database, setting adequate reserves and administering payments*
- *Communication on claims in Dutch and English*
- *Working with and guiding experts and lawyers*
- *Negotiating to obtain an optimal claims outcome*
- *Informing Underwriters on claims history and possible trends*
- *Contributing to the sales process, giving input on renewals and joining meetings with potential new prospects*
- *Keeping all internal and external stakeholders fully informed*
- *Keeping your professional expertise up to date by attending symposia, conferences and meetings and by studying professional literature.*
- *Attending network and industry events: you are the calling card of the RSA Claims department*

Required skills, experience and competencies

You preferably have a Master's degree in Law and 1 to 3 years of relevant working experience with a first understanding of the claims process

You are ambitious and want to develop further in claims.

You have the ability to build effective relationships, have excellent language skills (Dutch and English) and you are an excellent communicator.

You have good negotiation skills, not shying away from a professional discussion.

You have a strong customer focus and sense of responsibility.

You have strong analytical skills.

You are a team-player.

Company profile

With a 300-year heritage, RSA is a multinational quoted insurance group. Focusing on general insurance, RSA's core markets are the UK & Ireland, Europe, Scandinavia and Canada, with the capability to write insurance business in over 100 countries. RSA's core businesses have around 13,500 employees.

With significant operations across the globe and a market leading position in the UK, our European operations provide the best of both worlds; agile and dynamic country offices with deep market expertise and a freedom within the framework of a large multinational that enables us to work on some of the largest and most complex projects.

Clients say that RSA are an insurer that they trust and like doing business with thanks to the people and we've built our business on a set of simple human beliefs: that individuality is an edge; that people come before processes; that different perspectives create fresh opportunities.

We know that great people need the right opportunities and environment in which to be truly brilliant so this means creating a sustainable, flexible and open door culture that enables us to deliver on our career proposition – the value of one through the power of many.

RSA is the global company that works for you: whoever you are, wherever you want to go. Because we don't just value individuality – we've built our business on it.

How to apply?

You can send your application and CV to Sophie Van Welsenaere, HR Manager BENELUX, e-mail Sophie.vanwelsenaere@eu.rsagroup.com.

Please note pre-employment screening will be part of the recruitment procedure.