

Vacancy Notice

Claims Department ,FBC Insurance

Title : Claims Assessor
Location : Claims Department, Harare, FBC Insurance

Applications are invited from suitably qualified individuals to fill the above-named position that has arisen at the Claims Department, FBC Insurance.

Principal Accountabilities

- Verifying prices for repairs or replacements and recommending repairs once an agreement has been reached (Actual Loss)
- Ensuring timely claim management of new loss assignments, reassignment, and proper reserve setting.
- Identifying issues that need to be resolved, what methods to use, including a focus on risk transfer and resolutions which create the best outcome.
- Building and maintaining professional relationships with claims personnel, underwriting personnel, policyholders, agents, and other loss adjusters in order to ensure assessments are done effectively by all parties.
- Conducting field inspections, reading maps and aerial imagery, measuring fields and storage bins in risk surveying.
- Carrying out investigation assignments and record compilation in order to accurately determine potential indemnities.
- Liaising with authorities, body shops, third party claimants, adjusters and vendors in the claim's investigation process.
- Confirming damages and/or loss as reported by verifying through police & other relevant sources to ascertain costs.
- Complying with claim handling procedures and best practices.
- Recommending post loss measures to mitigate further losses.

Education And Experience

- Degree in Risk Management and Insurance
- Diploma in Insurance
- Two years' experience in the insurance industry
- Panel beating knowledge and pricing structures.
- Understanding of risk management principles, risk, and insurance program structures.
- Familiarity with overall claims processes and legal terminology.

Competence And Skills

- Strong technical background
- Excellent communication skills both written and oral
- Excellent organizational skills
- Superior customer service
- Interpersonal skills

Interested candidates are to send their applications and CVs via e-mail to human.resources@fbc.co.zw by no later than 12 June, 2024 clearly marked:

Claims Assessor: Claims Department, Harare, FBC Insurance