



# POSITION DESCRIPTION

**POSITION TITLE:** Liability Claims Executive

**LOCATION:** MALAYSIA ☒ PHILIPPINES ☐ VIETNAM ☐

## ASW COMPANY OVERVIEW

AS White Global (ASW) is an Australian owned company with offices in Sydney, Vietnam, the Philippines, and Malaysia. We are specialists in unified offshore staffing solutions and have been working in Southeast Asia for the past decade. Our ASW employees are part of our very special ASW family and culture, but also integrate into our client's brand and team – effectively you get two work families!

Working in our local ASW company culture means you will develop strong friendships and great support networks. You will be part of a positive and engaged environment, participate in team and company events, and have access to global training and development opportunities. In addition, you will get exposure working with our international clients and build on your existing skill sets.

## CLIENT OVERVIEW

One of our top Australian client that offers general insurance, finance broking, professional/financial risks, claim administration, and risk advice services are looking for an Liability Claims Executive.

As the Liability Claims Executive your role is to ensure prompt, professional claims service and support is provided to all clients and work closely with the Account Managers to achieve the best possible claims outcomes for our clients.

## CLIENT POSITION DESCRIPTION

### Key Responsibilities

- Working closely with a small team in a positive environment
- Working closely with the General Team to ensure we offer the best service we can to help retain clients
- Oversee a portfolio of Public Liability Claims from start to finish
- Collaborate with Insurers and Legal Representatives on complex issues
- Exercise judgement when advising clients
- Developing and maintaining effective internal and external relationships
- Attend client meetings and internal meetings where appropriate
- Suggest ways that Claims Division can assist other Divisions in reaching their budgets and business retention



# POSITION DESCRIPTION

- Attend to all insurance claims for the General Division and assist with the Professional Risks Divisions when necessary.
- Action all new claims within 24 hours.
- Assist in handling and administration of all other claims (sending cheques, receiving calls, liaising with clients, etc.), as required
- Investigating and negotiating
- Collating all the information for processing on internal systems
- Analysis of claims
- Claims reporting
- Through high level Claims service assist all divisions with client retention.

## Skills, Experience & Qualifications

### Education & Qualification

- Ideally 5 years plus previous claims experience necessary
- Degree in business or equivalent business experience is highly regarded
- Tier 1 Qualification is highly regarded

### Knowledge & Experience

- Previous General Insurance claims experience "Exceptional written and verbal communication skills
- Ability to assess and comment on the recommendations of insurers and lawyers will be crucial
- Excellent attitude
- Strong customer service and interpersonal skills
- Self-motivated with personal drive and ambition
- Excellent attention to detail and organisational skills
- Strong influencing skills
- The ability to facilitate outcomes through effective influencing and negotiation skills
- Skills in Microsoft Word, Excel, Outlook and PowerPoint

### Critical Behaviours for Success

- Ability to assimilate information within expected norms and can appreciate more complex information processing
- Ability to communicate within normal expectations and is comfortable communicating the more complex aspects of their routine functions
- Capability to be able to discern the important elements in basic communication and routine verbal instructions



# POSITION DESCRIPTION

- Effectively base your decisions on numerical data and who can communicate this data in easily understood formats
- Respond well to demands on your time and generally work at a brisk pace
- Capable of presenting ideas and viewpoints to others with some motivation derived by working with others
- Ability to work effective without direct management, yet welcome some structure and supervision as needed
- Ability to respond at an even pace and maintain effective time management skills when making decisions.

## ASW OFFERS

- We are experts in offshoring partnerships. This means that you will be a trusted member of the ASW family, and get access to our excellent benefits, plus you also get to work directly with one of our clients.
- In our unique English-speaking environment, you can practice and enhance your English with peers and international client teams based in either Australia, UK, US or NZ.
- Get global access to Learning & Development programs.
- Great work-life balance.
- Competitive remuneration.
- Excellent medical benefits.
- Great Paid Leave entitlements.
- Company parties/events, future travel opportunities, and other exciting activities.
- Ongoing career opportunities.
- To find out what our people say about working at ASW, visit: <https://aswhiteglobal.com/careers/>