



POSITION DESCRIPTION

POSITION TITLE:

Claims Executive

ADVERT TITLE:

Claims Operations Specialist

LOCATION:

MALAYSIA

PHILIPPINES

THAILAND

VIETNAM

ASW COMPANY OVERVIEW

ASW is creating the world's most talented international family through hiring and growing talent into long-term careers with Australian companies. ASW is a recruitment and talent specialist, that partners with Australian companies to help them build highly capable international teams. We enable Australian companies to meet their business goals by accessing and retaining premium talent in emerging markets and giving that talent the opportunity to grow, learn and develop. Together we embed international teams into respected Australian businesses, both functionally and culturally, to deliver enduring and transparent people solutions.

THE OPPORTUNITY

Our client is a well-established Australian firm with expertise in managing multinational accounts, iconic brands, high-net-worth individuals, and private businesses. They have over 60 years of experience and specialize in various industry sectors, providing risk management advice and maintaining a strong reputation in local and international insurance markets.

They are currently seeking a **Claims Executive** to join their team in Manila. The role entails managing inquiries, following up with customers and stakeholders, liaising with customers, processing business renewals, and supporting the onshore team.

KEY RESPONSIBILITIES

- End to end Claims Management supporting a portfolio of clients.
- Receiving, recording and managing all incoming insurance claims for clients.
- Interpreting basic policy coverage and determining if coverages apply to claims submitted, escalating issues as needed.
- Negotiating settlement outcomes within Insurers on behalf of the clients.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes.
- Liaising with multiple stakeholders and maintaining strong relationships with Brokers, Insurers and Clients.
- Maintaining accurate client files and data via the Claims Management system.



POSITION DESCRIPTION

SKILLS, EXPERIENCE & QUALIFICATION

- Prior experience in motor / auto insurance, preferably Australian Insurance.
- Experience negotiating favorable claims settlements for clients.
- Experience interpreting legislation and insurance policies.
- Experience identifying potential issues and escalating for review.
- Strong administration skills and experience, preferably in the financial or insurance sector.
- Good written and verbal English Language communication skills.
- Excellent time management skills and interpersonal skills.

ASW OFFERS

- A diverse, inclusive, and supportive company culture.
- Competitive remuneration.
- Opportunity to collaborate and work with global clients and stakeholders.
- Medical benefits.
- Great Paid Leave entitlements.
- Team outings, travel opportunities, company parties/events, and other exciting activities.
- Exposure to an international environment, working with people across Malaysia, Vietnam, the Philippines, and Australia.
- Industry and role-related training.
- Ongoing career opportunities.