



'Solving Tomorrow's Problems Today'

Fraser Fontaine & Kong Limited (Insurance Brokers) invites applications from suitably qualified persons to fill the position of **CLAIMS REPRESENTATIVE** as outlined below:

CORE FUNCTIONS

To process, negotiate and follow up to achieve optimum and efficient claims settlements to the satisfaction of all clients. The core functions are:

- ❑ Negotiating claims settlements between Insurers, Adjusters and third parties.
- ❑ Taking Claims Reports and recording claims data.
- ❑ Negotiating claim settlements between insurers.
- ❑ Negotiating Liability Claims with Insurers and Adjusters.
- ❑ To maintain consistent communication with all clients throughout the claims process.

QUALIFICATIONS & EXPERIENCE

1. 5 CXC subjects at Proficiency Level Grades 1, 2 or 3 inclusive of English Language and Mathematics or another numerate subject.
2. Jamaica Insurance Diploma or comparable qualifications.
3. Certificates in at least the Claims, Motor, Property and Liability classes of business as well as any from the following list of classes: Accident, Pecuniary, , Marine & Aviation.
4. Five years working experience in the Insurance Broking Sector or the Insurance sector with at least three years in a similar position.
5. Meet Fit & Proper requirements as deemed appropriate by the Financial Services Commission.

REQUIRED COMPETENCIES

Core

1. Very good customer service management skills
2. Good oral and written communication skills
3. Very good interpersonal skills
4. Attention to detail and accuracy in work
5. Very good skills in negotiation
6. Self-motivated and demonstrate personal responsibility and accountability

Technical

1. Working knowledge of insurance brokerage business
2. Working knowledge in at least three classes of insurance is essential.
3. Good knowledge of Microsoft Word and Excel and Powerpoint
4. Functional knowledge of Broking software packages
5. Ability to use basic office systems
6. Compliance with organization and regulatory policies and procedures
7. Compliance with Anti-Money Laundering and Proceeds of Crime Act.

Applications should be emailed or sent to:

**The Human Resources Manager
Fraser Fontaine & Kong Limited
28 Pawsey Place, Kingston 5
Email: hrd@ffkja.com**

Please note that only short-listed candidates with experience in the insurance industry and licensed in the class of businesses will be contacted.