



Claims Analyst – DUAL Europe Genoa

- Opportunity for a motivated team player to develop their career within a corporate working environment.
- Working within a small, energetic, fast-paced and collaborative Italian and European team
- Full time position: working 5 days a week. LoB: Marine

About the job

We are looking for motivated and enthusiastic individuals, who are interested in taking their next / first step within the corporate sector.

The successful candidate will have the opportunity to join our energetic, fast-paced, and dynamic organisation on a full time, permanent basis. The successful candidate will need to have excellent analytical, organisational and communication skills, with strong accuracy and attention to details. If you have the right ability, drive, and attitude, then DUAL is the place for you.

This new position within our team allows the opportunity to work within a fun and results orientated team. The successful candidate will need to be able to adapt well to change, prioritise workload and manage multiple tasks, whilst also having the confidence and curiosity to challenge with new ideas.

Role overview

You will be responsible for triaging, entering, and processing of claims documentation into the claims system. You will also carry out analysis of the documents and support various claims activities in the assigned area to include system support in conjunction with the claims process. You will support the Claim Handler in his/her functions: enter claims information into our systems, assess and process claims, review reserves and payment requests, report important claims information. Depending on experience and expertise, the Analyst may also liaise with underwriters, lawyers, brokers and Clients on key claims-related issues. You will be also expected to proactively pursue your career advancement by developing current and new areas of competence, also thanks to the comprehensive training offered.

Role responsibilities

- Ensure timely and accurate analysis and processing of claim documents received, determining any required adjustment
- Establish claims files in source system
- Send acknowledgement letters to Clients
- Set up reserves and/or payment requests for claim handler's review and approval
- Review client inquiries related to the claims and communicate with customers as needed
- Remain abreast of company and industry changes as well as changes in internal processes and procedures
- Provide operational support as needed to various business lines, incl. legal spend, processing and reporting for peers
- Work with the Technical Accounting Team to book any required corrections and assure ledger accuracy

Key requirements

- High level of numeracy and literacy

- Strong accuracy and attention to details
- Excellent analytical, organizational, and communication skills
- Methodical and self-motivated
- Excellent interpersonal skills
- Ability to effectively communicate with managers, supervisors, colleagues, and external stakeholders either face to face or virtually
- Strong team player with the ability to learn quickly
- Ability to work under pressure and manage high workload
- Excellent PC skills to include very good working knowledge of MS Office (Outlook, Word and Excel)
- Excellent English and Italian, written and spoken, essential. German, French or other languages advantageous
- Preferable university degree education
- Preferable professional experience working in insurance, ideally in claims.

What do we offer in return?

A career that you define.

We offer all the usual rewards and benefits - including Insurance coverages (Healthcare provision, Accident Insurance, LTC, TCM), Pension Fund, Long Service Award Programme, a wide variety of wellbeing offers, competitive salary, ticket restaurant, hybrid working and more - but we know you expect all that.

What you might not expect is a job where everyone has a voice, where volunteering in the community is part of the day job, and where everyone is encouraged to play a part towards our sustainability goals. We want people who want to make a difference - not just in the workplace, but in the industry and in the wider community.

Our culture: People First

Our core values dictate how we live and work. We are a group with independence and people at its heart and we are a home for talent with a unique culture: the biggest small company in the world.

The focus on being a People First business has always been at the very heart of the Group; Our vision was to create an independent business with a unique culture and one that would survive and thrive as a business controlled by the people working for it. And finding the most talented and entrepreneurial people to join the Group has been and will continue to be key.

Diversity & Inclusion

At DUAL we consider our people our chief competitive advantage and as such we treat colleagues, candidates, clients, and business partners with equality, fairness and respect, regardless of their age, disability, race, religion or belief, gender, sexual orientation, marital status or family circumstances.