

HELP LINE - CLAIMS DEPARTMENT



Location
Vientiane, Laos



Job level
Bachelor degree

Key responsibilities/What you do:

- Respond to emergency calls and give advice to the caller/client/insured by phone in case of the accident.
- Assign & inform adjuster to go to accident site; follow up the progress of adjuster's action i.e., record the time of arrival, intervention, until the completion adjusting job.
- Key-in all required data into Motor Claims System accordingly, accurately, and immediately upon receiving from clients and/or adjusters.
- Follow-up claim documents from adjusters & file into the claim file before forwarding to Open File Unit.
- Follow-up adjusters & modify reserve according to adjuster's preliminary loss estimation.
- Work on a rotating roster that includes weekends and public holidays, ensuring round-the-clock claims support coverage.
- Prepare summary report for Supervisor and HoD as per following:
 - Daily Report: issues relating to accident i.e., adjuster's performance, serious injury case, VIP Client case, etc.
 - Monthly Report: Statistical Report to summarize tendency of accident and activities done during the month.
- Prepare External Adjuster Fee Report to Adjuster Supervisor on monthly basis.
- Perform other tasks as advised by Adjuster Supervisor, HoD.

Key requirements/What you bring:

- Bachelor's degree or equivalent in Law, Communication, Reception, Service & Customer Care, or related field.
- At least 1-year experiences in the above nature of work.
- Experience in the field of Traffic Safety or similar responsibilities will be considered as a plus.
- English proficiency for both writing and speaking.
- Basic computer skills e.g., MS Word, MS Excel, MS Outlook (Email), etc.
- Good personality, willing to learn and be able to work in team.
- Be able to work in a dynamic & under pressure environment.
- Be able to deal with shortcoming and handle problem solving on the telephone.
- Patience, Polite & Friendliness as to work with multicultural and discipline clients

Key benefits/What we offer:

We at ASSURANCES GENERAL LAOS offer a flexible working hour, an out of work activities, a positive learning and growing environment to support your professional career and personal development.

We also believe in a diverse and inclusive workforce and are proud to be an equal opportunity employer. We encourage you to bring your whole self to work, no matter where you are from, what you look like, who you love or what you believe in.

Apply now

Submit your [CV](#), fill out the [application form](#) and send to recruitment@agl.com.la Tel: (21) 215903, Ext: 218

→ <https://www.agl.com.la/career/>