

## Claims Technical Specialist Part Time or Full Time

The ING Australia, Claims Group is growing and if you are a strong claims technician from either Retail or Group then you can be part of it.

As one of Australia's leading Fund Managers, Life Insurers and Investment Providers, ING Australia is committed to providing our staff with a balanced lifestyle.

Currently the **Life Risk Group** is experiencing substantial growth. Due to this growth we are currently in the process of expanding our Claims Technical Team. Through this expansion we are looking to increase the support for both our clients and our Claims Assessors by providing superior risk assessment, improved technical training & development and more accessible technical support.

With this in mind we are currently looking to high impressive and skilled individuals to join our organisation either on a **full time** basis or a **part time** basis as Claims Technical Specialists.

Specifically, your main responsibilities will be:

- **Risk Assessment:** Coordinate and performing Quality Sampling across the group including the analysis of results and the identification of knowledge and learning gaps
- **Training & Development:** Identify core competencies and Skills Matrixes for the claims roles ensuring that assessment guidelines and training are in line with best practice and business requirements
- **Technical Support:** Take on the role of Subject Matter Experts within the group providing expertise and assistance to team members as well as taking part in projects and process improvement initiatives

This is an exciting opportunity within a dynamic part of the ING Australia business where both the work and the team environment are highly regarded. To secure this exciting opportunity, you will need the following:

- Proven experience and technical knowledge within Retail and / or Group Life Claims including a proficiency in claims management across all products
- The ability to communicate, build rapport, influence and maintain relationships
- Demonstrated ability in coaching and mentoring
- Display the attributes of a positive change champion with a focus on driving initiatives and process improvement

Ideally you may also have:

- Experience in conducting formal training programs
- Life claims reinsurance experience

An attractive salary is available along with a long list of benefits ranging from reduced rate financial products (mortgages, insurance, etc.) to an onsite gym.

To express your interest, please apply through the careers section on our website [www.ing.com.au](http://www.ing.com.au). Also feel free to contact the Recruitment Specialist for the Life Risk Group – Kimble Messenger on (02) 9234 7623

\* **AFR Smart Investor Blue Ribbon Awards 2008**

**Australian Life Underwriters and Claims Association (ALUCA)**

ALUCA has been asked to bring this notice to the attention of members. In respect of this, as of all other vacancies, members are reminded that neither ALUCA nor the officers of ALUCA can accept any liability in relation to any appointment that may be made as a result of this notification.

**Tracey Peters, President**

**NB:** This advertisement has been placed directly by the company concerned. Individual applicants should apply directly to the company as indicated in the advertisement. **Unsolicited approaches by recruitment companies are inappropriate.**