



Zurich is one of the world's leading insurance groups, and one of the few to operate on a global basis. Our mission is to help our customers understand and protect themselves from risk. With about 53,000 employees serving customers in more than 170 countries, we aspire to become the best global insurer as measured by our shareholders, customers and employees. We help individuals, small and medium sized companies and global corporations around the world understand and protect themselves from risk by offering a wide range of insurance products, solutions and advisory services.

### **Claims Analyst (m/w/d) (German Speaker)**

This role provides you with the opportunity to join ZEL's Group Risk Claims function. As a Claims Officer, you will execute Claims operations on our growing European Group Risk portfolio under the responsibility of the Head of Claims while delivering excellent customer claims experience.

#### **Your Role**

- Promptly handles and resolves enquiries from customer and internal/external contacts to ensure delivery of a focussed claims service in accordance with ZEL's reserving philosophy.
- Efficiently manages claims cases while conducting detailed investigation and populating appropriate data systems to ensure transparency of activity and audit trail.
- Correctly interprets and gathers information to ensure proactive management of claims.
- Responds to internal customer and third party queries regarding claim cases and provide timely status updates.
- Proactively collates and analyses data using pre-determined tools, methods and formats, makes recommendations in order to support the department's timely resolution of claims.
- Deliver exceptional service on the daily activity of claims.
- Maintains and operates within governance structure for claims, claims manuals and quality assurance reviews.
- Helps build and measure success against customer specific claims handling protocol to ensure that we understand & fulfil the needs and expectations of our customers.
- Assist Claims function head with litigation cases.
- Maintains good working relationships with key internal stakeholders, including Zurich's global claims community.
- Performs administrative and organizational tasks of the team.

#### **Your skills and experience**

- Fluency in German & English is mandatory, any additional language is considered as an asset
- A minimum of 2 years experience in a Claims role or similar position, not necessarily but preferably in insurance sector

- Analytical and problem-solving skills evidenced by past success in claims/similar role
- Details-oriented approach
- Excellent oral and written communication skills evidenced by experience working with brokers and customers
- Computer literate, including knowledge of Microsoft Office packages
- Good organizational and time management skills with the ability to work accurately while meeting the deadlines
- Constructive approach to dealing with internal and external customers

## **We offer**

- Full-time position in our international, friendly and motivated team in Luxembourg
- Possibility to work part-time (min. 80%)
- International working environment
- Compensation packages to high standard market rates
- Entitled to 35,5 holidays per year as part of our insurance convention
- A high standard Group health insurance & Pension plan
- Flexible working policy to support your work life balance
- Career path and opportunities within Zurich Group
- Executive Managers whose doors are always open
- A work model based on transparency and recognition
- Training & Development for upskilling your future experience