

THE CARAVAN CLUB – JOB DESCRIPTION

Job Title: **Duty Officer (part time)**

Responsible to: Manager, Emergency Services

Purpose of Job:

To provide extensive practical assistance 24 hours a day, 365 days a year to members/customers calling in to The Club for help and advice follow an incident covered by any Caravan Club overseas holiday insurance. Assist members with out of hours holiday booking problems when on Continental holidays booking with The Club.

Key Tasks/Accountabilities

- 1) Answer emergency telephones and take appropriate action.
- 2) Keep a complete record of each emergency case and follow through all cases to completion. Ensuring that the Underwriter is informed of exceptional arrangements made, within Club guidelines.
- 3) Check all invoices for UK and foreign suppliers against agreed parameters. Pass for payment and recover costs from the Underwriter or member within agreed guidelines.
- 4) Advise members and answer queries regarding claims relating to any Caravan Club overseas holiday policies. Liaise/negotiate with underwriter/loss adjuster on members behalf to help resolve claims issues, within Club guidelines.
- 5) Possess complete knowledge of all procedures, allowances and benefits of any Caravan Club overseas holiday insurance product. Assess and advise on underwriting issues put by members and contact centre staff, within agreed guidelines.
- 6) Develop and initiate new procedures, or improvements to existing procedures, implementing any changes with the Manager's prior approval.

Key Skills/Experience Required:

- Fluent in French, with the ability to converse confidentially with French nationals and translate into English for our members.
- Good communication skills, written and oral.
- Excellent organisational skills – administration, keeping manual records, reconciling invoices and progressing complaints.
- Able to deal with high levels of activity over a sustained period and prioritising as required.
- Able to work on own initiative
- After training to be fully conversant with policy wording and able to interpret effectively, including an understanding of the Red Pennant product.
- Enjoy working with geographical locations (using MapPoint) and identify potentially difficult locations.
- A good working knowledge of European languages, in addition to French, would be an advantage.

Please note working hours

- Are on a flexible hour's contract, working mainly between April and September.
- Able to work on a shift work basis (21 - 35 hrs per week) between 8.00am – 10.00pm, Monday – Sunday, including bank holidays. A rota will be provided.
- Holidays may be restricted at peak business periods.