

## Dutch speaking Claims Digital Process Implementation and TPA-Liaison Specialist (Benelux)

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Company: CHUBB

Location: Antwerp

Category: arts-design-entertainment-sports-and-media

Are you looking for a dynamic role where you can make a significant impact on digital claims services? Then join our team as a Dutch-speaking Claims Digital Process Implementation and TPA-Liaison Specialist (Benelux)!

In this role you

Are responsible for all aspects of the implementation, processes and good performance of the digital and online claims service, mostly performed by Chubb partners in the Benelux.

Manage all claims services, mostly digital and online, including claim fulfilment, logistics and courier services and call centre for Consumer Lines.

Define operational processes and support contractual negotiations as well as monitor claims operations with oversight and execution of KPIs, incl. reporting of legal responsibilities.

Liaise with and support the subject matter experts and manage detailed aspects of the governance framework

Support and oversee complaints, including those referred to public authorities.

Your profile

Core competencies related to project management, digital and online processes, supply chains, service level agreements, service provision, reporting, governance, auditing and the assurance of Chubb's quality standards.

Experience managing important customer relationships and partners, in a digital insurance service environment or in a comparable environment

Profound knowledge in setting up, reviewing and optimizing digital claims service and operational claims processes

Profound knowledge of process mapping, implementation and analysis of target-performance comparisons

Strong analytic skills, especially concerning complex processes, data and digital services

Willingness to travel, predominantly in the Netherlands

Proficient in Dutch (mother tongue) and English

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