



YOUR TECHNICAL ADMINISTRATOR ROLE

As part of the Crystal Legal team you can expect to receive a warm welcome into our clan fold as a much-prized Seeker. You will use your meticulous attention to detail and first-rate communication skills to perform a pivotal role within our company. In this position you will investigate the vital facts in order to identify and create new claims management cases for our clients. The information you process will be relied upon to provide outstanding case management for all claims which are escalated to the Financial Ombudsman Service.

A DAY IN THE LIFE

In this role your typical day will involve:

- Analysing data from banks in order to establish the facts to enable a claim
- Liaising with banks and clients for correct information
- Reviewing Experian Credit Reports
- Compiling spreadsheets to send to banks
- Providing professional and friendly customer service when answering queries and requests from our clients
- Acting as a 'go-to' technical advisor for our sales/operations teams
- Emailing and speaking to banks via telephone effectively to obtain a response
- Pin-pointing and escalating concerns, worries and/or issues to the team leader in a timely and effective manner
- Managing and prioritising your own workload

SEEKER SKILLS

You don't need to have any previous claims management experience but these qualities are a must:

- Analytical mind – focused on accuracy and attention to detail
- Self-motivator – striving to be your best, even on a tough day
- Team player – always respectful and professional
- Friendly telephone manner – a people person with a positive outlook who enjoys helping others
- Excellent time management – in a fast-paced and lively working environment
- Computer literate – good knowledge of MS Word, Excel and Outlook

ENTITLEMENTS & STAFF BENEFITS

We believe our calibre of staff is the reason why our business grows. From healthcare plans and professional development to big nights out, we invest in our people at every opportunity:

- Starting salary £16,500 per annum
- 20 days annual holiday (increasing by one day each year up to 25 days)
- Shutdown between Christmas and New Year
- Seven day induction programme
- Six months probationary period
- 'Buddy' programme mentoring scheme
- Healthcare plan from day one
- Internal career progression across in-house training programmes
- Employee recognition – awards and cash bonuses given for outstanding staff performance
- Staff referral scheme with cash incentives
- A certificate of achievement each work anniversary
- A personalised long service award after five years of service

THE PERKS

- Free onsite parking
- Kitchen facilities with free brew supplies
- Great nights out
- Dress-down Fridays
- Community links through fundraising
- Onsite tuck shop and mobile butty vans
- Great links for the motorway and train station
- Childcare voucher scheme
- A short walk to local shops and eateries
- A birthday cake on your special day