



ASSISTANCE

redefining / service

Our customers expect outstanding service

So we're calling on you

Summer opportunities – fixed-term contracts available

Just knowing help is on hand if you need it is a great feeling – and that's where AXA Assistance comes into its own.

We deliver and manage a network of assistance and other services for companies and individuals in more than 30 countries across five continents. It's all about solving problems, building relationships and giving people a quality of care that inspires both confidence and trust. Is that something you can help us provide? Then it's time to bring your great communication and organisational skills to our team in Redhill.

Travel Claims Call Handlers

You will need excellent customer care skills as the first point of contact for calls relating to travel claims. In addition to a high level of numeracy and literacy, you will ideally have some knowledge of Microsoft Access or Liberty X32.

Customer Service Advisors – International Motor

You'll provide support for a range of roles within our emergency international motor assistance team. This will include responding to telephone calls, determining the best course of action and working to implement and deploy assistance. You'll need outstanding communication and teamwork skills and the ability to work in a busy environment. Ideally you will have previous call centre or case management experience, preferably in an insurance or assistance environment. Fluent English written/ verbal skills plus a second language in either French or Spanish are essential. Further details on work/shift patterns are available upon application.

Customer Service Advisors – International Emergency Medical Assistance

As part of our International Emergency Medical Assistance Team, you'll provide medical assistance and advice to our customers anywhere in the world. You'll need to assess their needs, co-ordinate with the medical team and where necessary, arrange worldwide repatriation – all whilst exercising cost control. It's a role that calls for sensitivity, compassion and an ability to reassure customers and their relatives during what can be a very distressing time for them. You'll need outstanding communication and teamwork skills and the ability to work in a busy environment. Fluent English written and oral skills are essential. A fluent second European language – ideally French or Spanish – would be a distinct advantage. Further details on work/shift patterns are available upon application.

Interested? Then if you share our passion for treating customers fairly and would like to find out more, please visit our People pages on www.axa-assistance.co.uk. Alternatively please send your full CV with a covering letter to: recruitment@axa-assistance.co.uk or by post to: HR Department, AXA Assistance UK, 106-118 Station Road, Redhill, Surrey RH1 1PR

www.axa-assistance.co.uk