**JOB OPENING – REQUISITION FORM20.01.2020**

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| **Sr. No.** | **Heads** | **Details** |
| 1. | Name of Employer | CMA – CGM SSC |
| 2. | Nature of Business | Shipping Back Office |
| 3. | Postal Address | CMA CGM Shared Service Centre (India) Pvt. Ltd  3rd Floor, Kalpataru Prime,  Wagle Industrial Estate,  Thane (W), Maharashtra - 400604. |
| 4. | Tele., E-mail & Website | **Direct line: +91 (22)** 4935 5828  [Ssc.uahmed@cma-cgm.com](mailto:Ssc.uahmed@cma-cgm.com)  [**www.cma-cgm.com**](http://www.cma-cgm.com/) |
| 5. | Contact person’s name, designation, Tele. No. & e-mail | Uroosa Maki Ahmed  **Direct line: +91 (22)** 4935 5828  Senior HR Executive |
| 6. | Vacancy description : | |
| .1 Position including nature of work | Claims Exectuive |
| .2 Number of vacancies | 15 |
| .3 Approx. monthly compensation & other benefits | As per company norms  Monthly Sudexo  Transport |
| .4 Location of Employment | Thane |
| .5 Any other details | JD Attached |

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For **Executive/ Senior Executive** please concentrate on below JD and other relevant data.

1. Handles liability claims from start to finish, verifying and collating information and relevant documents on submitted claims, reviewing & analysing the terms & conditions of contract to determine which charges are eligible for compensate, reconciling customers estimates, negotiating payment with all parties and following up to ensure that payments are made for meritorious claims. Specialist need to do critical thinking and decision-making based on merit of the claim through land of laws, international conventions, logic and reasoning to evaluate and resolve claims. Specialist is to be considered as a “SME” and one of the main role for a Specialist is to mitigate and prevent loss.
2. Relevant Experience:
   1. Experienced:

                                                               i.      General Qualification: In 4 years of Cargo Claims Experience in containerised cargo claims, with advanced communication skills (written and oratory)

OR

                                                             ii.      Professional Qualification: LLB/MBA with a minimum of 2 year of shipping experience with legal or advanced communication skills (written and oratory)

* 1. Fresher: *NO FRESHER FOR THIS POSITION.*

1. Job Description:
   1. Guiding stakeholders on how to proceed with the claim;
   2. Monitoring the progress of a claim;
   3. Ensuring fair settlement of a valid claim;
   4. Building relationships with agencies, insurers, local correspondents, solicitors, as well as other legal/claims professionals;
   5. Ensuring the customer is treated fairly and that the customer receives excellent service in accordance with industry and company guidelines;
   6. Handling any complaints associated with a claim;
   7. Involvement in legal discussions relating to settlement;
   8. Processing new claims and notifications;
   9. Collecting accurate information and documents to proceed with a claim;
   10. Investigating and Analysing the claim
   11. Building defenses and negotiations with the claimants
   12. Contacting claimants, third party, insurance and other parties involved
   13. Seeking legal recovery of monies paid out;
   14. Auditing of files
2. KPI
   1. Settlement Ratio
   2. Recovery Ratio
   3. Rejection Ratio
   4. Cross Functionality
   5. Settlement Level Guidelines
   6. Audit