



Job Specification

Role Profile Clerical Officer – Admin Support

CIÉ Group Claims and Risk are looking for a Clerical Officer (Admin Support)
The successful candidate will be responsible for assisting the claims handling team in managing a portfolio of third-party personal injury and motor damage claim files

Responsibilities and Duties

Administrative duties

- Working as part of the Claims Management team.
- Providing relief cover for other administrative staff.
- Investigate and follow up Customer care complaints.
- Entering EFT Payments on the Claims Management System for processing.
- Adjustment and revaluation of files on the Claims Management System.
- Distribute post and refer emails to claim handlers.

Claims duties

- Request accident reports from Operating Co's as well as securing CCTV footage.
- Setting up new claim files and closing out settled claims.
- Handle initial calls from claimant's representatives and from our clients.
- Assisting with general office calls & correspondence.
- Arranging motor assessor inspections and liaising with direct claimants.
- Filing / photocopying & other associated administrative duties.

Work Relationships

- Section Heads & Head of Claims & Risk.
- Department Staff.
- Staff in Operating Companies.
- Claimants and their solicitors.
- Motor Assessors.

Qualifications & Experience

- 2 years' Office Administration experience.
- Knowledge of GDPR principles & practices is desirable.

Competences

- Analytical ability.
- Ability to work on own initiative.
- Administrative ability.
- Interpersonal & communications skills.
- Organizational skills.



➤ MS Office Word & Excel.

To Apply

If you are interested in the role, please email a CV and supporting letter to:
recruitment@cie.ie

Closing date for applications is 22nd September 2026

CIE is an equal opportunities employer, celebrating diversity and championing inclusivity.

If you require any reasonable accommodations to assist you in participating in the employee selection process, please simply let us know. We encourage all interested parties to apply.