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# Example of Analyst, Claims Job Description

Our innovative and growing company is searching for experienced candidates for the position of analyst, claims. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for analyst, claims

* Contributing directly in client and/or broker visits, finalist sales presentations, and implementation and renewal meetings
* Participating in weekly or bi-weekly customer service calls with Brokers and Account Managers
* Initiating referrals to various resources including linked waiver of premium, special investigations unit, appeals, settlement, life assistance program, employee assistance program
* Discussing ongoing contract issues with clients and Account Managers when they arise
* Supplying clients with various reports upon request
* Consulting with Account Managers regarding policy trends or changes, and collaborating to create special handling guidelines on accounts
* Ensuring that all governmental, provincial, contractual, and corporate guidelines are met throughout the life of the claims
* Ongoing training in the areas of medical, financial, fraud, and policies and procedures
* Familiarizing with client expectations and anticipating their needs
* Communicating and documenting processes related to sensitive policy holders

## Qualifications for analyst, claims

* Required - Knowledge of Perot / Peradigm system
* Preferred - Knowledge of Legacy and Intelliclaim systems / processes
* Knowledge of JM&A systems preferred
* Ability and willingness to work overtime, Saturdays and holidays as needed
* CPCU, ARM, or ACM designation
* Minimum three years in claims management