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# Example of Auto Claims Adjuster Job Description

Our growing company is hiring for an auto claims adjuster. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for auto claims adjuster

* Respond to customer or shop questions, providing status, managing and resolving moderately complex customer and shop issues
* Collaborate with leadership to identify and maximize production ensuring favorably impact loss adjustment expenses
* Negotiate pricing for parts & repairs, determine appropriate shop location to do work, and make recommendations and/or decisions to ensure quality control is met
* Deliver compassionate service that is fast, fair, and easy, to ensure customer retention in all dealings and communications with both internal and external contacts
* Work independently, prioritizing the individual's own responsibilities, and managing the individual's own workload
* Consistently meet behavior, production, quality, and/or customer service goals
* May be given the more challenging and complex claim activity
* Authorize a minimum of 20 - 28 claims per day based upon approved dollar limit authority and answer a minimum of 40– 50 calls per day
* Manage and control risk for specialty risk clients in a variety of different business fields
* Ability to manage legal defense and handle time-sensitive matters

## Qualifications for auto claims adjuster

* Post-secondary degree or diploma is an asset
* Claim-related computer systems experience required, Guidewire experience preferred
* Minimum of one year claims adjusting experience
* Minimum of 2 years auto estimating experience
* Experience working in a body shop is a plus
* Ability to establish courses of action to ensure efficient completion of work