Downloaded from <https://www.velvetjobs.com/job-descriptions/claim-representative>

# Example of Claim Representative Job Description

Our innovative and growing company is looking for a claim representative. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for claim representative

* Collaborates and drafts Reservation of Rights, Excess and coverage letters for/with business partners
* Evaluates and makes recommendations to executive management on internal and external issues of strategic importance to a product(s) and / or line of business
* Must be open to travel, including overnight travel as needed
* Determines available avenues of recovery and their cost-effectiveness
* Conveys moderately complex information (coverage, decisions, outcomes, ) to all appropriate parties, maintaining a professional demeanor in all situations
* Conveys simple to moderately complex information (coverage, decision, outcomes, ) to all appropriate parties, maintaining a professional demeanor in all situations
* Investigates and maintains truck and trailer physical damage claims
* Investigates and evaluates recovery potential
* Conveys simple to moderately complex information (coverage, decisions, outcomes, ) to all appropriate parties, maintaining a professional demeanor in all situations
* Make claim payments based on the claimant's contract and other information provided at initial time of claim or ongoing payments through the claims life cycle determining need for additional information to properly determine risk

## Qualifications for claim representative

* Excellent communication skills are critical to success in this position, strong analytical and problem solving skills, with the ability to negotiate and cope with stressful situations
* Must have valid driver’s license and the ability to travel extensively, (approx
* Moderate knowledge and understanding of policies and endorsements related to auto coverage
* Moderate knowledge and understanding of each phase of the auto claim handling process
* Demonstrated the ability to answer questions on repair process, estimate of damages and other basic physical damage related questions
* Executing financial transactions and financial forecasting