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# Example of Claims Assistant Job Description

Our company is growing rapidly and is looking for a claims assistant. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for claims assistant

* Maintaining file inventory
* Transcribing statements
* Other general administrative tasks to help the office run smoothly
* Control losses by ensuring repairs and costs are appropriate
* Opens, date stamps, sorts and distributes incoming mail
* Maintains and updates records, spreadsheets and logs as assigned
* Performs receptionist duties such as greeting and assisting visitors and guiding them to the appropriate branch personnel
* Performs various duties relating to claim files including setting up file, maintaining file documentation and closing file at appropriate time
* Orders, organizes and inventories office supplies
* Performs administrative work for Adjusters and Branch Claims Supervisors, including ordering medical and police reports, briefing files, preparing claim drafts, forwarding files to other offices, preparing files for subrogation and salvage, and typing correspondence

## Qualifications for claims assistant

* Must possess basic to intermediate knowledge/proficiency of Microsoft office, e-mail and internet
* Strong knowledge of general office practices and equipment
* Demonstrated continual attention to detail and sound judgment
* Knowledge of professional phone etiquette and the ability to provide excellent customer service to both internal employees and external customers
* Capability of dealing with various personality types at all levels of the organization/department
* Knowledge of alphabetical/numerical filing and record maintenance