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# Example of Claims Handler Job Description

Our growing company is looking to fill the role of claims handler. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for claims handler

* Read, interpret and provide guidance with customer contracts in regards to claim language, acting as the subject matter expert for our BPs
* Produces and analyzes Workers Compensation claim trending reporting, which will then be shared with management and used as consultative or expert advice on projects or to develop long term or short term business strategies
* Work with field staff to collect missing data initiate and monitor light duty assignment
* Maintenance and completion of SOH stats for entry into BLS surveys, compliance and prequalification inquiries and web based software OSHA reporting
* Manage a portfolio of medium complexity claims, setting an appropriately high standard for others to follow in the management of all aspects of the claim
* Assist in the identification and management of underperformance within the team in an effective and efficient manner
* Participate and adhere to the Quality program requirements for the team and ensure adherence to regulatory and compliance related activities
* Support and enhance our ‘Coaching Culture’ and challenge the ‘Status Quo’ through our culture of continuous process improvement across the Business
* Manage relationships with key internal and external stakeholders
* Support and manage projects as required by the business

## Qualifications for claims handler

* Delivery of excellent standards of customer service through high quality and efficient handling of claims
* Registration, assessment and settlement of Claims
* Making prompt and timely decisions on policy cover and settlement costs
* Handle customer queries in a professional and efficient manner
* Establish and maintain a positive and professional relationship with external veterinary professionals
* Making prompt and timely decisions