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# Example of Claims Handler Job Description

Our innovative and growing company is hiring for a claims handler. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for claims handler

* Arrange / Instruct Hire if required/applicable and proactively monitor throughout the lifecycle of the claim
* Negotiate settlement for any all TP claims related costs (with the exclusion of PI) this will include Personal Effects, TPPD, LOU, LOE
* When required review and record claims on CARAT within product standards, check policy coverage and allocate appropriate codes and reserves
* Ensure all client specific questions are asked and data obtained
* Adhere to 100% accuracy in respect of data entry quality
* Set clear expectations and next steps to the client
* Recognise and proactively pursue recovery opportunities at earliest point
* Work closely with those around you and offer support and guidance to ensure all claims run smoothly in a proactive manor
* Manage the own damage or TP repair process from instruction of repairer through to completion of repairs
* Sell the benefits of our approved repairer network to ensure Own Damage and Third Party damage is managed by us

## Qualifications for claims handler

* Claims initiation/investigation and claims negotiation/settlement experience
* Successful applicants will also possess excellent customer service
* Experience of Commercial liability claims for both injury and property damage claims would be desirable
* Communicative and flexible
* Accurate in your work
* Additional verbal and/or written knowledge in another Nordic language would be a valuable asset