Downloaded from <https://www.velvetjobs.com/job-descriptions/claims-rep>

# Example of Claims Rep Job Description

Our innovative and growing company is searching for experienced candidates for the position of claims rep. 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 claims rep

* Answers incoming calls and resolves issues
* Verifies eligibility and benefit questions
* Reviews more complex accounts, files appropriate claims, and provides follow-up on claims
* Contacts patients and insurance companies to identify barriers in getting more complex claims paid
* Routes more complex accounts back to appropriate parties after self-pay balances are determined
* Provides research on more complex bill disputes, handles adjustments and follows up on outstanding claims
* You will be required to negotiate with insureds, claimants, public adjusters, attorneys and other professionals
* This would include both day to day claim files catastrophe claim files that would cause a significant increase in claim volume during events
* This will include responding and handling of catastrophe losses during events
* Overall claim file and desk management that will include document gathering, written and phone inter-actions, estimate preparation, statements

## Qualifications for claims rep

* Possess a professional telephone manner
* Experience in the Insurance Industry is an asset
* Able to interpret the standard automobile policy and residential policy wordings an asset
* Must have minimum 2 years of Call Center - Customer Service experience
* Must have Claims experience & overview of CA sick pay
* Must type 40 words/minute minimum