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# Example of Claims Representative Job Description

Our innovative and growing company is hiring for a claims representative. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for claims representative

* Review assigned claim files to determine if recovery is feasible, investigate and evaluate liability issues, coordinates investigations by expert witnesses, pro-actively follow up with relevant parties, handle arbitrations, and refer cases to approved attorneys
* Review assigned files for adequacy of investigation and recognition of recovery potential by claims personnel
* Maintain a diary of facts and activity regarding assigned files, ensuring compliance with Statute of Limitation requirements
* Research, understand and apply state laws that relate to each file
* Approve and issue, within established guidelines and authority, indemnity and legal payments through the appropriate Claims Processing Systems
* Train claims personnel in recovery recognition and procedures
* Responsible for providing accurate and timely information to all external and internal stakeholders to address claim recovery status to support and inform decision making
* Accountable for contributing to overall annual recovery goals
* Update and continuously track vendor diaries to ensure recovery of monies due are timely and accurately reflected
* Continuously follow up with vendors to deliver larger and faster recoveries in accordance to service level agreements

## Qualifications for claims representative

* Has the physical dexterity to walk, reach, climb, and crawl to inspect damage, sometimes in unfavorable working conditions or inclement weather
* Must be able to lift, carry, and climb ladders weighing up to 50 pounds (only applicable if assigned to work property claims)
* Work may involve overtime or extend beyond normal business hours due to business need or in the case of emergency situations
* Insurance designation ( AIC ) a plus
* A minimum of High School education required, Higher education in a related field a plus
* Knowledge the Automotive transport industry preferred and 2 years with Auto claim adjustments