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# Example of Claims Support Job Description

Our growing company is looking for a claims support. 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 support

* Ability to build a rapport with Claims management to gain an understanding of the needs of the business units
* Update Merimen with PSEA claim number and assign to CHs (in case of non-auto assignment)
* Reserving in accordance with the Initial Reserve Annual Review Guidelines
* Uses intermediate skills and business knowledge to prepare insurance forms/documents (identification cards, certificates, endorsements, schedules, ), correspondence and process other insurance transactions to provide customer service and support efforts to acquire and retain profitable business
* Performs other related support duties as requested, such as answering phones, processing mail, assisting customers, scanning, photocopying and insurance check processing (e.g., returning-and-canceling checks)
* Works with team leads to ensure service level metrics are achieved through regular scheduled and just-in-time coaching
* Works to ensure all staff metrics are created/adjusted as necessary clear communication to all staff around expectations
* Support leads on escalated interactions to include tracking, trending and appropriate strategic business recommendations
* Keeps abreast of technological and industry developments/ best practices
* Processing of all direct reports timecards and ensuring all associates are completed meeting all appropriate deadlines

## Qualifications for claims support

* Strong active listening skills demonstrated by giving full attention to what other people are saying
* Experience in analyzing trends
* Prior insurance or office support experience preferred
* Ability to assign, direct, and evaluate the work of staff members
* Scan and upload all claims-related documents in Merimen/EDMS as necessitates
* Record and archive all important documents through Crown on a weekly basis (clear desk policy)