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# Example of Disability Claims Job Description

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

## Responsibilities for disability claims

* Must have excellent verbal and listening skills, be detailed oriented and have the desire and ability to provide customer service in a professional positive manner while maintaining an empathetic voice with the customer/agent
* Takes ownership of complex cases and escalates to management as appropriate
* Works autonomously within established guidelines with a limited degree of supervision
* Serves as a mentor and provides support to colleagues
* Adheres to Fair Claims Practices, regulations, NYL Claims service standards, Delegation of Authority and Corporate policies
* Communicates with claimants, employers, attorneys and various medical professionals to gather information that will assist in rendering a final appeals determination
* Conducts investigations to determine whether to uphold or overturn appeals
* Responds to various written and telephone inquiries
* Evaluates and refers appropriate claims to risk management resources such as Vocational Rehabilitation, Managed Care and Fraud
* Manages claims within multiple funding arrangements and for all five claim offices

## Qualifications for disability claims

* Strong overall knowledge of Group Market departments and processes preferred
* Successful candidates will be required to pass enhanced RCMP security clearance
* 3 – 5+ years of experience in insurance claims that directly aligns with the specific responsibilities for this position OR For candidates with an Associate’s Degree or above, 1+ year of claims experience that directly aligns with the specific responsibilities for this position
* College degree and prior claim experience preferred
* Expectation of increasing levels of skill and ability
* Incumbent is expected to begin pursuit of industry related coursework towards a professional designation (ALHC, ACS, FLMI)