



Example of Claim Representative Job Description

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Our company is hiring for a claim 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 claim representative

- Investigates and maintains commercial general liability, property and auto claims
- May affect settlements/reserves within prescribed limits and submits recommendations to supervisor on cases exceeding personal authority
- Must obtain state adjusting licenses where required
- Completes general claims processing to include verification of coverage, creating and mailing requested initial and status claim forms and other correspondence including confidential documents, OFAC search, draft/check entry for loss or expense payments, recoveries, identify and correct coding, claim set up, or payment errors as needed, ordering of police reports, medical records, wage loss information, sending medical records to providers, and the completion of ISO and indexing reports
- Responds to incoming telephone inquiries from customers by providing accurate answers, investigating answers or forwarding the call to a person who can provide accurate answers
- Assists with telephone contacts to policyholders, medical providers and others, as requested, to provide information or inquire as to claims status
- Exercises sound judgment, initiative and technical vocabulary in preparing typed letters, forms and correspondence
- Acts as lead support representative responsible for special projects as assigned, training and guidance to other CSRs
- Processes new claim intake, setting up losses, logging them and assigning

Qualifications for claim representative

- Bachelor's degree and a minimum of 5 years of commercial general liability claims handling experience
- Demonstrated ability to use the most effective methods of building rapport, demonstrating capability, gaining commitment and conveying ideas and information in order to develop and maintain client relationships
- We will rely on the person who is hired to frequently interact directly with agents and brokers so strong customer service skills are essential to this position
- Must be open to 20% travel, including overnight travel
- Knowledge of policy interpretation, coverage and liability investigation and injury evaluation
- Must have strong hands on experience with MS Office including Word, Excel and Outlook, the ability to learn proprietary software