



# Example of Claims Consultant Job Description

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

## Responsibilities for claims consultant

- Ability to interact professionally with all internal and external customers, including peers, members of management, members of other business areas/segments, attorneys
- Conduct performance analysis to recommend learning approach to close performance gaps
- Consult with L&D colleagues, managers and other subject matter experts to create learning programs
- Understand claim handling environment of assigned client group (product enhancements, best practices, compliance and legal issues) and respond with learning interventions that support effective claim handling
- Implement Claim operations solutions to meet regulatory requirements
- Lead Claim Operations market conduct or financial exam activity, corrective action plans responses and restitution projects
- Collaborating with our field operations teams and analytics teams to define goals, key performance indicators, implementation plans, and communicate the progress of your results
- Prioritize opportunities and gain alignment on what the claims product team will do (and won't do) to achieve specific objectives
- Design and implement technology changes and vendor solutions to make the claims adjusting work simpler, more engaging, and more accurate
- Map and communicate the current and future state of our claims process to key stakeholders within the No Fault organization, our senior leadership team, US and global consumer markets, and key partnering organizations like the Customer Advocacy Office

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- DBA experience in direct handling or oversight required
  - Strong and proven ability to influence others and produce positive outcomes
  - 5-10 years relevant professional experience working in or consulting to the P&C insurance industry
  - At least 3 years' experience in handling and managing multiple P&C claim types (auto, property, casualty)
  - Candidates must be comfortable presenting to senior executives and high level client audiences
  - Ability to work in a team environment, ideally in a project based structure