



Example of Claims Specialist Job Description

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Our growing company is hiring for a claims specialist. 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 specialist

- Understanding of FSA, HRA and HSA plans
- Serve as a resource of help to other claims specialists who need assistance and have questions on their cases
- Claims will be processed within established company and client guidelines and must be reviewed, based on authority level, by the Claims Supervisor and/or Director prior to payment
- Oversee processes casualty claims management
- Subject matter expert on Worker's Compensation and property damage/bodily injury claims
- Participate in planning processes and promote best practices
- Conduct trainings with employees, managers and HR Business Partners on departmental process and obligations
- Act as liaison between departments on workers compensation, auto and general liability issues, Employee and Labor Relations, General Counsel, Benefits and external vendors
- Serve as liaison with disability claims managers and workers compensation claims managers and nurse case managers to manage the job analysis process and return to work program with third party vendors
- Ensures timely and accurate communications, consistency and accuracy of benefit coverage and service delivery from all parties involved in each case

Qualifications for claims specialist

- Evaluates return to work situations with HR and Operations
- Address and resolve escalated and highly complex, sensitive issues and inquires for all constituencies including recommending medical separation for long term cases
- Excellent facilitation and oral and written communication skills
- Proficient in managing multiple sources of data and integrity
- One year of auto insurance claims experience