

Claims Specialist / Customer Service Representative

Job Summary:

The Claims Specialist/Customer Service Representative assists Account Executives and Managers in the Property and Casualty department with handling the claims process for clients. This includes providing excellent and timely customer service, claims reporting, processing and management, as well as general department administration and customer service.

Job Responsibilities:

- File and follow up on all property and casualty claims (Private Client, Personal, Commercial, Embassy)
- Be the main point of contact for clients/adjusters; send updates and remain in communication
- Proactive management of claims which includes being a client advocate (fighting claims)
- Document claims and follow-up
- Track claim trends and providing feedback
- Be a resource by responding to inquiries or questions on coverage, claim status, and claim handling
- Manage open claims that are hurting loss ratios
- Create and manage monthly loss reports per department, and other reports as requested
- Provide support, as requested, within the Property & Casualty Department
- Educate staff on specific coverages or how coverage would apply in certain situations
- Work with marketing on getting client feedback post claim
- Work with marketing on client feedback in all other interactions within the agency

Qualifications and Requirements:

- 2+ years of customer service experience
- Strong organizational and time management skills
- Must be detail oriented at all times
- Proficiency with Microsoft Outlook, Word, and Excel; and familiarity with PowerPoint
- Must be a team-player, and must work well within the departments of the company
- Willingness and ability to travel up to 20% of each month (100-mile radius)
- Ability to learn, and apply knowledge in areas of commercial and personal liability claims, property claims, workers compensation claims, subrogation matters, civil litigation issues, etc.