

Claims Adjuster

Responsibilities:

- Review and prioritize assigned claim caseload for a given day based on time filed and damage scope
- Work with field operations to determine the cause of damages by examining video, statements, investigation reports, and photographs
- Adjudicate filed claims and communicate the decision to the customers in a timely manner.
- Review customer contract details to determine if the company is required to pay the claimant based on investigation details
- Resolve claim disputes about damages to facilities, or third party claims.
- Escalate stalled negotiations to Claims Manager
- Consult with legal claims to get expert opinions on claims cases as needed
- Prepare detailed journal reports about payouts and input into the Claims Management System
- Prepare weekly summary reports for Districts to provide claims insights and trends
- Be an active participant in claims initiatives and process improvements

Qualifications:

- 2+ years locating experience preferred
- Experience with insurance policies and claims preferred
- Background in claims, law, engineering, architecture or construction preferred
- Customer service experience preferred
- Valid driver's license

Required Skills:

- **Attention to Detail:** Ability to efficiently and consistently focus on all areas of a task or project
- **Written Communication:** Ability to convey information or ideas through the written word (i.e. email)
- **Verbal Communication:** Ability effectively convey directives, processes, feedback as well as receive feedback from relevant stakeholders
- **Self Management:** Ability to demonstrate self control and an ability to manage time and priorities with little to no supervision
- **Interpersonal Skills:** Ability to interact and communicate with others in a way that builds trust and credibility
- **Negotiation Skills:** Ability to forge an agreement between two or more parties that is mutually acceptable
- **Emotional Stability:** Ability to manage and control a wide variety of emotions while making sound judgements and decisions