



Certified Damage Investigator

Responsibilities:

- Prioritize assigned damage tickets based on the exposure, scope, and deadline of a given damage
- Thoroughly investigate and document damages by replicating the locating process, complete accurate sketches and side by side photos, utilize Hit Kits/damage props, and record detailed notes of the damage
- Upload all pertinent damage documentation to the Claims Management System
- Complete onsite locate audits and communicate findings with field leadership
- Communicate any potential at issue or high exposure damages to field leadership and the claims team for review
- Follow up on claims to ensure that the billed repair work was performed
- Document accurate and thorough repair information for accrual purposes
- Understand customer requirements for investigation deadlines and their marking policies before starting investigations
- Interact with customers by answering investigation process related questions in a professional manner
- Wear appropriate PPE and follow established safety practices and procedures

Qualifications:

- Minimum of Technician 3 ranking or higher required
- Ability to spend the majority of your day driving with rare overnight travel expectations
- Must maintain a driver and quality score of an 8 or above
- Experience with Microsoft Word, Excel, Paint, CMS, Utility Prints preferred

Required Skills:

- **Attention to Detail:** Ability to efficiently and consistently focus on all areas of a task or project.
- **Work Ethic:** belief that work and diligence have a moral benefit and strengthen character and individual abilities.
- **Professionalism:** Ability to act in a manner that reflects positively on USIC.
- **Problem Solving:** Ability to be creative and utilize critical thinking when faced with a problem/issue.
- **Self Management:** Ability to demonstrate self control and an ability to manage time and priorities with little to no supervision
- **Time Management:** Ability to organize and plan how to divide your time between different responsibilities.
- **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
- **Interpersonal Skills:** Ability to interact and communicate with others in a way that builds trust and credibility
- **Prioritization:** Ability to effectively evaluate urgency, impact, and consequences of numerous tasks that need to be completed.