

Claims Adjuster Trainee Job Description

Duties and Responsibilities:

- Take part in an intensive training program, including training in: investigation of claims, determination of liability, confirmation of coverage, establishment of damages, and claims settlement negotiation
- Take training in current claims processes, strategies, and systems
- Take an exam and obtain a passing grade at some points in the training program
- Initiate investigation on submission of claims, get confirmation on coverage, find out liability, prove damages, make a report on status, negotiate and reach a fair settlement of assigned cases
- May make payment of assigned claims within authorized limit after obtaining supervisory review and approval
- Responsible for adjusting all claim types; inspecting damaged vehicles and property; and determining claims related damage
- Perform the sale of salvage items, including personal property, vehicles, and miscellaneous items
- Serve as a representative of the company to the public and must maintain good conduct at all times for the enhancement of company image
- Maintain personal contact with various individuals, groups, and corporate bodies who are relevant to effective investigation and processing of claims, including policyholders, agents, claimants, witnesses, contractors, repair facilities, police and fire departments, special investigators, state and county fraud and arson personnel, attorneys, members of the medical profession, and expert witnesses
- Perform other duties that may be assigned by the supervisor or management.

Claims Adjuster Trainee Requirements – Skills, Knowledge, and Abilities

- Possess one to three years of experience working in a call center or in a sales and customer service environment, or in other fast-paced work environment
- Possess High School Diploma or GED; four-year college degree
- Willingness and readiness to commit time and energy towards obtaining adjuster's license
- Some experience in casualty and property adjusting
- Remarkable written and verbal communication skills
- Strong ability to think critically and make sound judgment
- Strong ability to use computers, including MS Word, Excel, and Outlook, and to learn new systems quickly
- Strong investigation skills with exceptional ability to solve problems
- Strong ability to negotiate contracts
- Exceptional time management skills with the ability to meet deadlines
- Strong ability to search through multiple software and applications in record time.