

Insurance Claims Adjuster Job Description

Duties and Responsibilities:

- Contact claimants for relevant information concerning their claims and accurately evaluate and process claims under the insurance policy coverage
- Impute data collected from claimant into processing system online
- Carry out evaluation of claim submission to determine if the claimant is eligible or not by applying a variety of methods and by comparing to the benefits of the policy
- Finalize claims as quickly as possible by completing research and/or requesting further information from providers, policyholders, and other parties relevant to the claim
- Responsible for managing pending files and creating correspondence relating to claims
- Relate with both policyholders and agents and answer whatever questions they may have through various means, including email, web, and phone
- Responsible for managing ongoing waiver of premium claims
- Work closely and effectively with other members of the team to ensure customers' needs, work flow, and follow up are resolved speedily
- Achieve the Department's quality and time service standards.

Insurance Claims Adjuster Requirements – Skills, Knowledge, and Abilities

- Strong ability to work with system applications to quickly find required information and respond to customers' needs
- Possess a Business Bachelor's Degree or other related degree from accredited four year college
- Strong ability to understand, speak, and write in English and another language such as Spanish

- Quality and customer service focused
- Exceptional organizational skills and strong ability to give attention to detail
- Strong ability to perform multiple tasks in a fast-paced environment
- Excellent decision making and analytical skills
- Ability to work with MS Office, including Word, Outlook, and Excel efficiently and effectively
- Strong keyword skills – above 30 wpm
- Deep knowledge of Windows based Personal Computer.