



## ***Junior Claims Examiner***

Claims Examiners investigate insurance claims and determine the amount of loss or damages covered by insurance policies.

### KEY RESPONSIBILITIES

#### Claims

- Receiving new claims and completing the set up of new claims in system
- Investigating claims within authority level to establish coverage eligibility including:
  - Contacting insured, obtaining telephone statements and assessing and determining loss/damages
  - Confirming coverage, establishing quantum and reserving adequacy
  - Contacting brokers, insured, contractors and service providers/vendors as necessary to obtain information, quotations, estimates, etc.
  - Authorizing payments and reserves within authority level
  - Completing file documentation
- Submitting risk information to underwriting as appropriate
- Providing information and claims trends
- Developing and maintaining sound knowledge of insurance coverages, settlement methods, procedures, investigation methods, creative negotiation skills and file management

#### Customer Service

- Establishing and maintaining positive relationships with underwriting, claims examiners and other staff
- Establishing and maintaining positive relationships with brokers, insured, service providers, contractors, brokers, and other external contacts

#### Administration

- Participating in meetings, seminars and projects
- Maintaining files, records and other information
- Preparing reports, information and presentations
- Undertaking any other related duties

#### Skills & Abilities

Communication Skills  
Negotiation Skills  
Customer Service Skills  
Decision Making Skills  
Attention to Detail  
Organizational Skills  
Problem Solving Skills

Interpersonal Skills  
Teamwork Skills  
Creativity  
Analytic Thinking  
Technology Skills  
Adaptive Capacity