



Telephone Claims Adjuster

The Telephone Claims Adjuster is responsible for the investigation, negotiation and settlement of claims within approved Authority Levels.

KEY RESPONSIBILITIES

Claims

- Receiving new claims by telephone or fax and completing the set up of new claims in system
- Investigating claims via telephone to establish coverage eligibility including:
 - Obtaining statements and assessing and determining loss/damages
 - Confirming coverage
- Providing feedback and advice to the Underwriters, as required
 - Contacting brokers, insureds, contractors and service providers/vendors as necessary to obtain information, quotations, estimates, etc.
 - Authorizing payments (quantum or liability) within authority level
 - Completing file documentation
- Developing and maintaining sound knowledge of insurance coverages, settlement methods, procedures, investigation methods, creative negotiation skills and file management

Customer Service

- Establishing and maintaining constructive relationships with brokers, insureds, service providers, contractors and other external contacts
- Establishing and maintaining constructive relationships with Underwriters, Claims Examiners and other staff

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