



Job Description

Job Title:	Claims Consultant
Department:	Claims and Loss Control
Reports to:	Manager of Claims and Loss Control
Status of Position:	Exempt

Essential Duties and Responsibilities

- Act as a liaison between the clients their insurance carrier, claims adjusters, defense attorneys, and various government agencies.
- Review and monitor large losses in an effort to mitigate the financial impact a claim may have upon the client
- Assist and advise the client in successful negotiations of claim settlements.
- Assist in conducting file reviews and/or audits with the client and the insurance carrier to ensure that claim closure strategies are developed and to ensure proper reserving practices are adhered to.
- Provide historical financial loss reports to the Producer/Account Executive and various underwriters during the marketing/renewal process.
- Keep abreast of various statutory changes in relationship to the claims process and the impact each will have upon clients.
- Communicate relevant loss information to the Client, Producer / Account Executive, Loss Control and Claims Manager concerning trends and patterns observed based on the actual loss experience.
- Evaluate client's current claims policies and procedures and assist client in developing or refining such.
- Reports claim information accurately and promptly to the appropriate insurance carrier on behalf of the client; if necessary.
- Participate in client & prospect presentations, as needed.
- Special projects as assigned.



Supervisory Responsibilities

Does this position include any supervisory responsibilities?

Yes No

Educational Requirements

High School Associate Degree **College Graduate** (or equivalent work experience)

Other: **Brokers License**

Work Experience

- Minimum 5 years' Property/Casualty claims handling experience preferred.

Technical Skills

- Firm working knowledge of commercial property/casualty as they relate to the claims process.
- Working knowledge of Claims Best Practices.
- Ability to communicate professionally with both internal and external clients.
- Ability to organize and prioritize heavy workload.
- Ability to meet and set deadlines and work under time pressures.
- Technically proficient in Windows based computer environment.

Physical Demands

- Extensive keyboard and telephone usage.
- May require lifting up to 25 pounds.
- Must be able to climb, stoop, crawl, bend and balance on various heights

Travel Required

- **Yes** No

As needed to meet the client's needs – up to 50%

Additional Requirements

- Excellent interpersonal skills and a pleasant disposition required at all times.
 - Ability to work well with others in a fast-paced environment.
 - Team player.
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