

Athens Administrators Job Description

Job Title: Claims Examiner II – Property & Casualty
Department: Liability Claims - Sacramento
Reports To: Property & Casualty Claims Manager
FLSA Status: Non-Exempt
Job Class: 11

JOB SUMMARY

To timely investigate, evaluate and determine settlement or denial of moderate to major multi-line property & casualty claims. Handling claims from inception to closure.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Incumbent must have the skills, ability and judgment to perform the following essential job duties and responsibilities with or without reasonable accommodation:

- Investigate coverage, including evaluate insurance coverage problems and/or disputes on assigned claims.
- Investigate, evaluate and determine settlement value or denial of liability for assigned claims
- Develop a measure of damage for each loss, establish and maintain appropriate reserves
- Document and manage claims (i.e.: record statements, update diaries, write reports) from inception to closure
- Ensure appropriateness of all payments
- Negotiate settlement of claim within individual authority
- Maintain and update action plans for each claim.
- Facilitate between claimants, clients, brokers and attorneys in resolution of liability claims
- Exchange information with clients, claimants, insurance brokers, inspectors, producers and account managers
- Provide customer service and support to insureds and claimants
- Assist in training of new employees
- Attend meetings and educational seminars for professional development
- Maintain required licenses

ESSENTIAL JOB REQUIREMENTS

The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Bachelor's Degree required or equivalent experience
- Relies on experience and judgment to plan and accomplish goals with a minimum of 5 years general claims experience, including inland marine commercial property
- Knowledge of property and casualty insurance policies
- Knowledge of insurance laws, codes, procedures and liability concepts
- Understanding of medical and legal terminology
- California Adjuster License required or must obtain within 90 days of employment

- Proficiency in investigation and resolution of minor to medium level casualty claims
- Developed communication skills (written and verbal) and ability to follow directions
- Ability to manage multiple tasks simultaneously
- Negotiation skills
- Excellent organizational skills with high level of attention to detail
- Ability to work independently and in a group setting
- Ability to work in a paperless environment
- Bilingual (Spanish speaking) a plus
- Working knowledge or related information systems, including:
 Microsoft Office (Word and Outlook)

This description portrays in general terms the type and levels of work performed and is not intended to be all-inclusive or represent specific duties of any one incumbent. The knowledge, skills, and abilities may be acquired through a combination of formal schooling, self-education, prior experience, or on-the-job training.

