

# Job Posting

Posting Effective: 02-13-2019

**Title: Claim Representative**  
**Reports to: Claims Manager**  
**Exempt (not subject to overtime)**

Appraisal Form: Claims Adjuster

WRC Competencies:

- Core - *Customer Service, Teamwork, Ethical, Innovation*
- Claims Adjuster - *Applies claims handling best practices to resolve coverage, liability and damage questions; Negotiations leverage claim file investigation details to achieve appropriate results; Recognizes not all claims are the same and appropriate claim handling may involve using different skills or approaches; Timely, clear and professional file documentation and communication; Uses resources effectively; Demonstrates ongoing learning.*

Other Competencies (knowledge, skills and abilities) required of candidates:

- Good verbal and written communication skills
- Ability to communicate effectively on the telephone
- Ability to multi-task, prioritize and manage time effectively
- Insurance experience preferred

Educational Requirements:

College degree preferred or Insurance education

Lifting Requirements: minimal

This position involves the handling of private and confidential information. It is expected that the employee will treat that information as private and confidential in accordance with the expectations and guidelines outlined in the WRC Employee Manual and any similar departmental guidelines.

Responsibilities:

**ADJUSTING:**

Apply best claims practices to investigate, evaluate, and handle to conclusion while providing superior claims service with a high standard of professional conduct.

**TYPICAL CLAIM ASSIGNMENTS: LEVEL 1**

- Investigate, analyze, evaluate, negotiate, and resolve assigned claims including OTC, Collision, Medical Payments, Property Damage and limited Bodily Injury.

- Requires routine supervisory attention for areas of developed skills and close supervisory attention for developing skills.
- Participation in departmental Skeleton Crew (Satellite holidays and non-holiday work day office closures)

CLAIM TEAM(S) MEMBERSHIP: (Auto) Physical Damage Group

Other duties as assigned by Claims Managers.

Computer programs required for position:

Word, Outlook

Other experience required of candidates:

- Ability to successfully work in a fast paced environment.
- Ability to communicate effectively via telephone and in writing with consumers, agents, and vendors.
- Ability to successfully work as part of a team.
- Ability to successfully prioritize/reprioritize work while timely concluding all work, including lower priority items.
- Intermediate MS Office skills.
- Basic typing ability (30 wpm +).

*To apply send email with resume to [hr@thewrcgroup.com](mailto:hr@thewrcgroup.com). Please include the job title in the subject line.*