



JOB DESCRIPTION

POSITION TITLE: Commercial Claims Assistant
REPORTS TO: Director of Claims
SALARY: \$45,000 - \$57,000 (subject to experience, education, and designations)

PRIMARY OBJECTIVE:

Assist CRS Insurance Brokerage clients with the management of their auto and property claims, working with the customer, claimants, and insurance company adjusters to coordinate and expedite the claims to our client's satisfaction. Provide administrative support for the Claims Team.

POSITION QUALIFICATIONS/BEHAVIORS

- Have and maintain a P & C License
- Have at least 1 year of agency or carrier experience
- Knowledge of P & C policy coverage and insurance company claim procedures
- Effective verbal and written communication skills
- Ability to work in a fast paced, high volume environment
- Strong time management, organizational, problem solving and investigative skills
- Strong customer service attitude with a proactive approach
- Motivated self-starter
- Ability to work well with co-workers, clients, and insurance company personnel
- Proficient in Applied (Epic), Outlook, Word, Excel, and Power Point

DUTIES & RESPONSIBILITIES:

- Responsible for the majority of the new claim intake from policy holders, claimants, etc.
- Confirm policy coverage and advise the Claims Associate and/or Director of Claims of any issues
- Set up of new claims in Epic
- Claims Management of all auto and property claims with prompt follow up and documentation per established guidelines
- Assist client in reporting and managing "not at fault" claims with adverse carriers
- Set up of new work comp claims in Epic
- Advancement of all general liability and lost time workers' compensation claims, and all complex/high exposure auto and property claims to Claims Associate and/or Director of Claims
- Timely maintenance of commercialclaims@crsdenver.com Outlook Mailbox
- Accurately maintain Epic with documentation of conversations and notifications
- Other duties as assigned

1/1/2021

This Job Description is not a complete statement of all duties and responsibilities comprising this position. Job duties are considered minimum requirements for the position.