



Claims Coordinator

Reports to: Joe Biernacki
Status: Full-time, non-exempt
Office: La Porte

About General Insurance Services

General Insurance Services is a full service independent insurance agency with over 80 years of experience serving Northwest Indiana, Southwest Michigan, and many accounts in the greater Chicago market. Our mission is to “secure the future of the communities we serve” through not only our work, but our community outreach as well. We invest in our team members through training and development to help them reach their career goals and personal aspirations.

At General Insurance Services:

- We offer a competitive salary and benefits package.
- We provide ongoing training to help you learn your job.
- We deliver constant coaching and feedback to help you develop your skill.
- We encourage professional development.
- We support individual volunteer efforts within the community

General Insurance Services was recently named one of the “Best Places to Work in Indiana.” Our office is growing, and we are looking to train the right individual to fit right into our company. If you are motivated to succeed and would like to join our team, please complete our application. We will follow up with you on the next steps in the interview process.

Benefits

Benefits include Medical, Dental, Vision, 401k, Paid Time Off and Life Insurance.

Purpose

The Claims Coordinator compiles information from various sources to coordinate the claims received and process all necessary paperwork to provide the customers timely and accurate payment and assistance.

Responsibilities:

1. Communicate directly and responsibly with customers and claimants.
 - a. Respond to all correspondence related to new claims.
 - b. Respond to all incoming calls, voicemails and emails from clients, ideally on the same day.
 - c. Follow up on all communication throughout the claims process.
 - d. Mediate between insureds and carriers when needed.
2. Collect and compile all information related to the claim.
 - a. Contact insured or other involved parties to obtain additional information.
 - b. Contact the responding authorities for police and fire reports.

- c. File Certificate of Compliance's with BMV for insureds who are involved in crash reports.
 - d. Mail insureds police reports for their records.
3. Submit claim information to various parties.
 - a. Submit claims to the appropriate carrier using their best method of submitting claims i.e. fax, phone or email.
 - b. Scan and submit medical bills to adjusters.
 - c. Confirm all legal documents have been received by the adjuster.
 - d. Issue company checks for claims, per carrier guidelines.
 - e. Update payments and status of claims using quarterly claims report.
4. Record information and provide reports.
 - a. Attach claim information to customer claim files in our database.
 - b. Post claim payments to customer claim files in our database.
 - c. Run quarterly claims reports to keep claim files current.
 - d. Notify agents of any catastrophic or unusually large claims, ie: \$25,000+, large fire, etc.
 - e. Report escalated claim conflicts, with insured, to claims supervisor or agent.
 - f. Work with agents to keep them updated on claims when needed.
 - g. Other duties may be assigned as need arises or as required to support the agency's essential functions.
5. Provide regular front desk coverage relief.
 - a. Clerical support may include acting as receptionist, accepting customer payments, recording/uploading payment, making the bank deposits for the office and picking up/dropping off mail at the post office or another office as needed.

Knowledge, Skills, and Abilities:

1. Indiana Property and Casualty agent's license is required.
2. This fast paced position requires an Associate or Bachelor degree or equivalent business experience; the ability to read quickly with good comprehension; the ability to write using good grammar and punctuation and precise mathematical skills.
3. Outstanding etiquette and excellent verbal skills to express compassion under stressful situations.
4. Empathic listening skills and careful speaking skills.
5. A thorough knowledge of the phone system, including the ability to transfer calls and conference call.
6. The ability to use Outlook to send and receive emails including attachments.
7. The ability to utilize the in-house software systems within 60 days of employment. These skills include using the Genifax, scanning and attaching appropriate items in AMS, and company websites.

Physical Demands and Working Conditions:

- Communication with telephone callers and associates requires an ability to express oneself as well as perceive and exchange ideas.
- Viewing computer terminal, perceiving and transcribing data with accuracy and keyboarding fill much of the day in an office environment.

- The employee is not exposed to adverse environmental conditions, working primarily in an office environment.
- Sedentary work. Exerting up to 10 pounds of force occasionally and/or negligible amount of force. Work can require stooping, kneeling, crouching, as well as grasping objects, and reaching with hands and arms.
- The employee is occasionally required to stand and walk.
- Reliable physical attendance is required.