



## **Claims Assistant**

For over 20 years, Federated National, a Property & Casualty insurance carrier and claims adjusting company has served communities and families by providing quality insurance and claims services, specializing in Homeowners Insurance, High Value Homes, Flood, Condo, General Liability Insurance and more.

Our team of experienced insurance professionals is dedicated to providing exceptional products and services. Our exceptional service model has earned us an "A+" rating with the Better Business Bureau and our strong leadership continues to be the key to our continued success.

If you aspire to be the face of a dynamic organization like Federated National and be a part of an exceptional team of professionals who believe in the highest level of Customer Service, with respect, compassion and genuine concern for our clients at the forefront of all we do. We welcome you to be a part of our team in achieving these goals.

If you desire to be a part of Federated National, please take a moment to review the position responsibilities and requirements below for the position of **Claims Assistant** and submit your resume to [HR-Recruit@FedNat.com](mailto:HR-Recruit@FedNat.com).

### ***Knowledge:***

- Field incoming calls for Adjusters and respond to provider phone calls;
- Provide first contact for all new claims to claimant including contact information for internal and field adjusters assigned to a claim
- Provide updates to claimants with respect to claims notes made by adjusters
- Assist with written and verbal communication to field adjusters requesting status reports and tasking reports to appropriate adjusters
- Communicate with claimant regarding check issuance, submittal of additional information, etc.
- Preparing checks and other documents for mailing and providing assistance with correspondence to the claims team

### ***Skills:***

- Exceptional Interpersonal and Customer Service communication skills; written and oral;
- Initiative and ability to think logically and critically;
- Must be detailed and organization;
- Ability to work independently and with minimal supervision;
- Strong time-management skills;
- Strong computer skills with a penchant to adapt easily to learning new software and procedures;
- Ability to effectively utilize Microsoft products with a focus on excel and word.

### ***Education & Experience:***

- Minimum of 2 years' experience in an administrative role with a high focus level on customer service;
- Insurance industry experience preferred;
- Some college preferred.

Federated National is an Equal Employment Opportunity Employer, DFW, offering a comprehensive benefit program including, Medical, Dental, Life Insurance, 401K, Tuition Reimbursement, with a great management team and working environment.