



## **Quality Assurance Analyst**

For over 20 years, FedNat, 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 FedNat 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 achieving these goals.

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

### ***Knowledge:***

- Complete open and closed file and double reviews, gather supporting proofs and update results
- Complete file reviews on focused reviews
- Participate in root cause analysis when required
- Provide quality improvement consulting
- Assist with improvement training and plan execution
- Completion of post-review follow up items

### ***Skills:***

- Timely completion of file reviews (volume & timeliness)
- Timely completion of calibration workshops
- Quality and timeliness of departmental analysis, reports, and Performance Management collaboration and improvement plans
- Effectiveness of quality improvement plans

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

- All lines adjuster license required
- Associate’s degree (A.A.) or equivalent from two-Year College or technical school
- 3-5 year of related experience and/or training or equivalent combination of education and experience
- Occupational and industry related certifications.

FedNat 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.