



Claims Trainer

For over 25 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 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 in achieving these goals.

If you desire to be a part of FedNat, please take a moment to review the position responsibilities and requirements below for the position of **Claims Trainer** and submit your resume to HR-Recruit@FedNat.com

Knowledge:

- Develop training materials for new hire/onboarding process, new to role employees, and experienced staff.
- Develop ongoing training based on results from operational, QA, and customer feedback programs.
- Facilitate departmental communications from various units within Claims, i.e. (SIU, Subrogation, QA, Vendor Management, etc.).
- Support recruiting new hires as needed.
- Develop and motivate claims processors to achieve their highest potential, and act as a mentor for all claims processors during the training process.
- Coordinate with QA, Vendor Management, SIU, and Subrogation leads to schedule continuous training and participate in calibration sessions.
- Coordinate with HR and Claims VP any document changes to performance management, goals/objectives, performance reviews, etc.
- Support internal project management needs, i.e. (PTS enhancements, process revisions, best practice documents, etc.).

Skills:

- Strong interpersonal and customer service communication skills.
- 3-5 years of experience in training or claims processing.
- Ability to multi-task and manage changing priorities while meeting deadlines.
- Effective oral and written communication skills.
- Ability to effectively demonstrate leadership skills and positively influence others.

Education & Experience:

- 4-year Degree preferred or equivalent professional experience.
- Occupational or Industry related certification is a plus.
- Significant working knowledge of operational software and hardware.
- Microsoft Office-Advanced Level, i.e. (Word, Excel, and Access).

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.