



Claims Assistant – Shared Services – Level I

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 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 Assistant – Shared Services – Level I** and submit your resume to HR-Recruit@FedNat.com.

Responsibilities:

- Provide professional customer service support for all lines of business
- Manage large amounts of inbound calls in a timely manner
- Ability to follow “scripts” when handling different topics
- Obtain customer information by answering telephone calls, interviewing customers, and verifying information
- Inform customers by explaining procedures, answering questions, providing information, researching issues and providing solutions
- Maintain and improve quality results by adhering to standards and guidelines, recommending improvement procedures
- Redirect customers to appropriate departments and teams when appropriate
- Collaborate with team members and other company departments to ensure overall customer and product satisfaction
- Assist all lines of business with payment and word processing tasks
- Facilitate departmental communications from various units within Claims Department
- Receive, distribute and index physical and electronic mail received to claims department
- Frequently attend educational seminars to improve knowledge and performance level
- Support internal project management needs
- Expected to be in-office during business hours
- Other duties as required by management

Skills:

- Customer focused with an emphasis on customer service and building sustainable relationships and engage customers by taking the extra mile
- Exceptional written and oral communication skills
- Exceptional ability to multitask, set priorities and manage time effectively
- Possesses initiative and the ability to think logically and critically
- Organized with an eye for detail
- Ability to work independently in a data-driven environment
- Computer literate and adaptable to learning new software and procedures

Education & Experience:

- Minimum of 1 year experience in an administrative role with a high focus level on customer service
- Insurance industry experience preferred but not required
- Microsoft Office suite with a focus on Word and Excel preferred
- Some college preferred

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.