



Claims Project Analyst

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 Project Analyst** and submit your resume to HR-Recruit@FedNat.com

Knowledge:

- Provide project support to the Project Manager, Process Manager and Director of Claims Operations across a portfolio of projects, undertaking project tasks as required
- Manage assigned tasks and meet regularly with the Project Manager and Process Manager to report on progress
- Triage issues and provide first level support, identifying issues where support may be required by management
- Provide status reports, update project plans, and report timely on key project metrics
- Review, update and improve internal documentation and project delivery methods
- Chair and facilitate meetings where appropriate and distribute minutes to all project team members
- Ensure projects adhere to frameworks and all documentation is maintained appropriately for each project
- Support the Quality Assurance team with reporting and scheduling
- Assist the Director of Claims Operations with assignment of claim inquiries from all states of operation
- 70% of the responsibilities will be unsupervised and independent work
- Assist the Claims Executive team, providing administrative support as needed
- Provide professional customer service support for all lines of business

Skills:

- Detail-oriented
- Excellent time management and organizational skills
- Excellent communication skills
- Thrives in a collaborative environment
- Ability to work on tight deadlines
- High-level proficiency in Microsoft applications including Word, Excel and Outlook
- Ability to work independently with minimal managerial supervision
- Ability to exercise discretion and independent judgment
- Knowledge of file management, transcription and other administrative procedures
- Adaptability

Education & Experience:

- Minimum of three years’ experience in an administrative role with a high level of focus on customer service and a track record of high performance

- Bachelor's Degree in related field preferred
- Insurance industry experience required
- Proficiency with claims systems preferred
- Adjuster's license 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.