



Job Description

Field Team Claims Coordinator

Knowledge:

- Responsible for assisting the Field Team Management, Field Adjusters, all the company departments and also vendors.
- Dispatching new assignments via XactAnalysis to the staff Field Adjusters and Independent Adjusting firms
- Setting the task attributes to the Internal Adjusters
- Manage the Independent Adjusting firms report submissions to XactAnalysis;
- Reporting of Field Team production on daily, weekly, monthly basis

Skills & Responsibilities:

- Must be available at all times to provide support during their work schedule, since the Field Team works remotely
- Must have excellent communication and listening skills, commitment to service, adheres to policies and procedures, reliable, good attitude, be organized, excellent attendance, meet established goals and know MS Office (including MS Word, MS Excel, MS PowerPoint)
- Ability to work independently and with minimal supervision
- Help monitor new assignments daily/weekly/monthly
- Assist with our Field Team Quality Control; coordinate of Field Meetings/Events with management (includes location, materials, participants, and logistics); purchasing process and distribution of Field Team equipment and keeping an inventory
- Maintaining, updating and distributing the Field Team Structure and Contact List (includes FAs assigned territories); notifying the Field Team about important messages, events, acknowledging their birthdays and mailing of Birthday Cards, Wedding Cards, and Birth Announcements; keeping records of any incidents reported by Supervisors (warnings, accidents, etc.)
- Assisting Field Team Management with new FAs training (includes coordinating training sessions with several departments from Claims)
- Assisting with Ride Along program coordination with Homeowners and Litigation Adjusters; coordinating with several departments on different requests; supporting our preferred vendors with claims information (i.e. name of field adjuster assigned to file.)

Education & Experience:

- High School Diploma or equivalent
- 1 year of Insurance Industry Experience

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.