



Claims Trainer

Department: Claims

Reports to: Director of Claims Operations

Position summary: The Claims Trainer is primarily responsible for the design and effective delivery of training programs related to residential property claims processing and customer service. This visible role requires an individual who is professional and a culture leader who displays the drive, determination, and self-motivation to coordinate and drive results. This key role is responsible for mentoring, training, and maintaining the curriculum for our Claims staff from their initial onboarding throughout their career. This role would include working closely and collaboratively with other Trainers, Leadership, Claims Adjusters, Claims Assistants, Subject Matter Experts (SMEs) and the Process and design teams; to ensure the successful development and transfer of learning from the classroom back to the job. The selected individual will conduct needs assessments, establish training, to include the design, development, delivery, and evaluation of Claims training programs and participant sessions. In addition, the Claims Trainer will be responsible for updating training resources and materials on an ongoing basis.

Essential Functions:

- 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 employees to achieve their highest potential, and act as a mentor during the training process.
- Coordinate with Claims units to schedule continuous training as needed.
- Support internal project management needs, i.e. (system enhancements, process revisions, best practice documents, etc.).

Skills:

- Strong interpersonal and customer service skills.
- Ability to multi-task and manage changing priorities while meeting deadlines.
- Exceptional oral and written communication skills.
- Effective presentation skills.
- Proficiency with presentation applications and virtual meeting technology preferred.
- Ability to effectively demonstrate leadership skills and positively influence others.
- 3-5 years of experience in training or claims handling.

Competencies and/or Attributes:

- Customer Focused
- Accountability
- Performance Driven
- Empathy

- Problem Solving
- Adaptability

Experience, Education, and Licensure Requirements

- College degree or professional designation strongly preferred
- Professional insurance industry experience required
- 6-20 Claims Adjuster License or equivalent
- Previous Microsoft Office Suite experience required
- Working knowledge of operational software and hardware

Physical Requirements

- Able to lift a up to 5lbs of weight