



**Title:** Claims Analyst

**Reports To:** General Manager

**Job Summary:** The Claims Analyst is responsible for inspecting, investigating, evaluating and settling claims. Responsibilities include but are not limited to providing excellent and prompt customer service and customer response; knowing and effectively explaining policy coverage and claim processes; must understand and comply with company claim handling procedures as well as government regulations; must present him/herself in a professional manner, must have a successful track record of working independently.

**Date:**

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## **PRIMARY RESPONSIBILITIES AND DUTIES**

### **Administration:**

- Initiate claims with responsible party to analysis and ensure the most cost effective solution
- Input claim information into Mr. Mover software, review files, and maintain claims reporting
- Review files and documents, access damages, and problem solve with customer maintaining highest level of Customer Service
- Schedule on-site Customer appointments to access damages and proceed with claims process
- Negotiate claims with Customers, Carriers and appropriate Military Installations to ensure proper claims procedures while keeping compliance with all Government Regulations
- Other duties as assigned; local move documentation/reporting to government installations, employee uniforms, driver help, and scheduling carton pick-ups
- Backup for Operations Manager to assist with dispatching of 75+ crew members

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- High School Diploma or equivalent, computer keyboarding skills, effective communication skills, friendly and outgoing personality, organizational skills, and ability to respond to requests effectively and efficiently.
- Understands and can perform basic office-practice skills, including filing, light typing, processing and sorting functions.
- Can carry out detailed written or verbal instructions,
- Ability to file, post, sort, or prepare mail projects. Can copy data from one source to another, obtain information from others, and deliver information to others clearly and accurately.
- Must have strong negotiation skills along with the ability to effect timely investigations and settlements

### **Preferred Education/Training:**

- Equivalent to completion of two years of college and two years of claim-adjusting support or customer service related experience or equivalent work experience

### **PERSONAL ATTRIBUTES:**

- Be honest, trustworthy, respectful, and flexible
- Possess cultural awareness and sensitivity
- Demonstrate sound work ethics