

COMMONWEALTH CASUALTY COMPANY

LOSS REPORT JOB DESCRIPTION

Job Summary

As a part of the Commonwealth Casualty Company team, a loss report unit member will be first point of contact to verify and record accident facts. They must be able to empathize and keep calm during high stress situations. An LRU member interacts directly with customers, agents and business partners. The work environment is fast-paced under limited supervision; a loss report member will verify and record incoming claim data. The position requires good communication skills and computer knowledge. Previous insurance background is a plus. Training is provided.

Duties

- Collect and document loss information.
- Implement claim handling procedures to process claims.
- Communicate with customers and associates by phone and through other routes.
- Use multiple systems to perform job duties and answer phone calls regarding new claims.
- Handle a high volume of calls in a shared team environment.
- Provide information to Lien Holders
- Answer billing questions and apply payments by accepting credit card transaction from customers.

Job Requirements

- Ability to learn and apply claims policies and procedures
- Previous claim filing experience is a plus
- Previous office experience preferred
- Good organizational and communication skills
- Detail oriented while delivering good customer service.
- High School diploma or GED required.
- Time management skills.