



YATES

Commercial & Personal Insurance, Benefits, & Bonds

Job Description

Department: Claims Department

Title: Claims Service Consultant

Classification: Exempt

Reports to: VP of Claims

Summary:

To deliver value-added claims services to our clients and producers. Facilitate reporting of claims, determine proper coverage, and ensure claims are aggressively managed to resolution.

Essential Functions:

- Facilitate claims reporting
- Input claims into agency management system.
- Timely research to proactively intervene with claims management
- Update agency management system with claim progression notes.
- Negotiate and adhere to special claims handling instructions.
- Dispute resolution for denials, coverage issues, and settlement strategies.
- Participate in client meetings related to review of claims history and status.
- Litigation management i.e., lawsuit notifications and litigation mitigation
- After hours claims on call rotation
- Participate in prospective new client meetings.

Other Duties:

- May perform other duties as assigned.

Knowledge, Skills, and Experience:

- Requires independent judgment,
- Advanced understanding of insurance coverage
- Strong organizational skills and time management
- Excellent customer service skills
- A minimum of 4 years of job-related experience in property and casualty insurance preferred.

Education and Licensing and Additional Requirements

- High School Diploma or equivalent required.
- Insurance Agent License. Continuing education as required.

Supervisory Responsibility: N/A

Staff Member Name

/ /
Date

Disclaimer: This job description indicates the general nature and level of work expected of the incumbent. It is designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbents may be asked to perform other duties as required.