

JOB DESCRIPTION- CLAIMS TECHNICIAN



JOB CLASSIFICATION:

JOB TITLE:	CLAIMS TECHNICIAN	DEPARTMENT:	CLAIMS
REPORTS TO:	CLAIMS SUPERVISOR	LOCATION:	HEAD OFFICE
DESIGNATION:	GENERAL STAFF		
JOB SUMMARY:	The Claims Technician is responsible for the processing of general Insurance claims.		

EDUCATION:	5 CXC O'Level subjects including English and Mathematics.
Licence/Certification:	AIC Certificate or studying towards the same.
EXPERIENCE:	Minimum of two (2) years General Insurance claims handling experience. Experience in Non-motor lines will be an asset.

RESPONSIBILITIES AND SKILLS:

KEY FUNCTIONS:
<ol style="list-style-type: none">1. Communicating with customers, agents, brokers and claimants2. Reviewing claims forms and related documentation to verify the information3. Entering claim data on the system and entering appropriate reserves and adjustments where applicable4. Guiding clients through the Claims Process5. Communicating claims updates and offers to the relevant parties6. Quantification of Claims7. Negotiation of Claims with Claimants8. Preparation of payments Final Release and updating files with the relevant payment documents <p><i>Performs any other duties related to the job functions as may be assigned.</i></p>

COMPETENCIES AND SKILLS:
<p><i>Competencies:</i> Active Listening, Verbal Communication, Interpersonal Skills, Problem Solving and Teamwork.</p> <p><i>Skills:</i> Product and Industry Knowledge, Technology Applications, Fraud Prevention/Compliance, Business Writing, and Basic Mathematics (Computing/Quantification).</p>