



JOB DESCRIPTION

POSITION TITLE: Commercial Claims Specialist
REPORTS TO: Claims Supervisor/Director of Risk Services
SALARY RANGE: \$70,000-\$90,000 (Subject to experience, education, and designations)

PRIMARY OBJECTIVE:

Assist clients with managing their claims, working with the customer, claimants, and insurance company adjusters to coordinate and expedite the claims to our client's satisfaction. Advocating for CRS clients in the event of claim disputes or issues. This role is responsible for managing general liability, professional liability, management liability, automobile, property, and workers' compensation claims.

PREFERRED POSITION QUALIFICATIONS/BEHAVIORS:

- Five years of insurance agency or insurance company experience
- Have or in process of obtaining Associate in Claims or CIC designation
- Comprehensive knowledge of P & C policy coverage and insurance company claim procedures
- Comprehensive knowledge and experience with Colorado Workers' Compensation
- Advanced knowledge and experience with professional liability insurance and management liability insurance
- Advanced knowledge and experience with the litigation process
- Effective verbal and written communication skills
- Strong time management, organizational and investigative skills
- Strong customer service attitude
- Motivated self-starter
- Ability to work well with co-workers, clients, and insurance company personnel
- Proficient in Applied (Epic), Outlook, Word, Excel, and PowerPoint

DUTIES & RESPONSIBILITIES:

- In absence of a Claims Supervisor, may have Team Lead duties and responsibilities
- Adherence to CRS Core Values & Code of Ethics
- Manage general liability, professional and management liability, workers' compensation and high value/complex auto and property claims to ensure timely and accurate disposition.
- Manage litigated claims
- Advocate for client when claim disputes or coverage issues arise
- Prepare and present open claim reviews – may require in person presentation
- Assist in claims/coverage training for claims team
- Complete EMOD projection /analysis for clients
- Accurately maintain Epic with documentation of conversations and notifications
- Other duties as requested or assigned