Negotiator

Job Description

Main Objectives
Negotiators are the client’s primary point of contact with the firm from the time a demand is sent to the time a case is disbursed.

1. Client Contact. Timely answer and return all client calls.
2. Case Development. Timely review and approve demands, negotiate to top offer and confirm liens and reductions.
3. File Documentation. Immediately document all available data in the case file. If it’s not in the file, it didn’t happen.

The Negotiators settle the client's case for the highest value possible, keep clients reasonably informed as to the status of their case and ensure a timely disbursal of the client’s case.

Tasks

- Keep in consistent contact with client (every 14 days) to provide updates about their case
- Ensure all data entered in Salesforce is always accurate and up to date
- Review demand package and approve for mailing
- Follow up with adjuster for initial offer
- Negotiate settlement with all available insurance policies
- Obtain settlement authorization from client and explain settlement breakdown to client
- Check for potential liens on client’s case
- Determine amounts of reductions that will be requested
- Timely escalate potential HV and/or stuck cases to attorney
- Timely submit files for drop review or litigation referral
- Follow escalation guideline when applicable
- Return all calls by end of business day, if after 3pm, by 10am next business day
- Contact client immediately to discuss offers for settlement
- Maintain average negotiations cycle time of less than 60 days
- Settle minimum of thirty (30) cases each month
- Obtain minimum of $150,000 in attorney’s fees each month