

Insurance Services Representative

Job Description

Main Objectives

The Insurance Services Representative are the point of contact for the firm with insurance companies.

1. Adjuster contact: Perform outbound calls as required and manage all inbound insurance calls?and written correspondence.?
2. Case Development: Timely confirm all insurance-related services are complete, including but not limited to, confirming coverage and liability.
3. File Documentation: Immediately document all available data in the case file. If it is not in the file, it did not happen.

Main Tasks

- Manage inbound and outbound telephone communication in a professional manner.
- Obtain, review, and interpret Police Reports information.
- Set up related insurance claims with appropriate insurance companies / carriers.
- Create and send letters of representation to insurance companies / carriers.
- Communicate, both written and verbally, with insurance companies regarding related claims.
- Document all activity and communication in the case file.