

## Claims Adjusters, Examiners, and Investigators

### 13-1031.00



**Description:** Review settled claims to determine that payments and settlements are made in accordance with company practices and procedures. Confer with legal counsel on claims requiring litigation. May also settle insurance claims.

#### Other Resources:

[ONET Link](#)

[MyNextMove Link](#)

**Sample of Reported Job Titles:** Claim Representative, Claims Adjuster, Claims Analyst

### Job Zone

**Title:** 4 - Considerable Preparation Needed

**Education:** Require a four-year bachelor's degree.

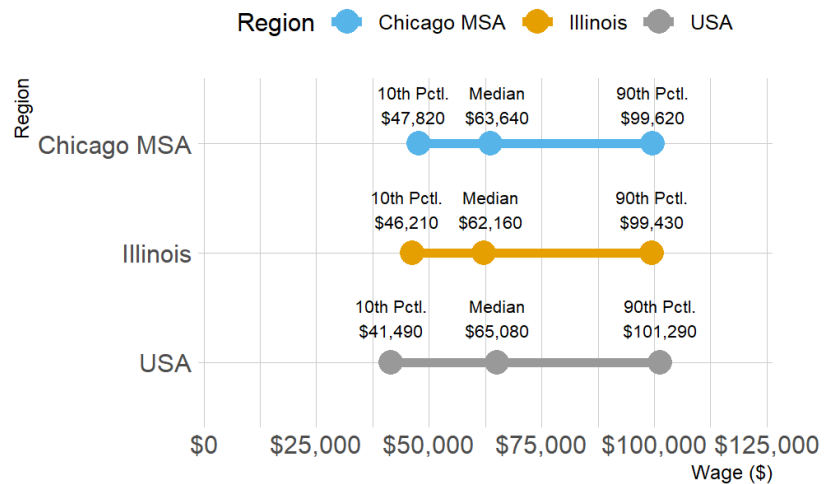
**Experience:** A considerable amount of work-related skill, knowledge, or experience is needed.

**Training:** Several years of work-related experience, on-the-job training, and/or vocational training needed.

**Core Certifications:** Associate in Claims - Management, Certified Fraud Examiner, Accredited Insurance Examiner, Associate, Life and Health Claims, Associate

**Hot Technologies:** 4n6xpert Systems  
StiffCalcs, ADP software, ARSoftware  
WinSMAC, CAD Zone Insurance, CCC  
Pathways Appraisal Quality Solution

Region	Employment	Location Quotient	Median Wage
Chicago MSA	7,340	0.88	\$63,640
Illinois	9,480	0.85	\$62,160
USA	278,140	—	\$65,080



Top 5 Core Tasks According to Current Job Holders	Frequency	Importance (out of 100)
Examine claims forms and other records to determine insurance coverage.	Several times daily	96
Analyze information gathered by investigation and report findings and recommendations.	Daily	95
Review police reports, medical treatment records, medical bills, or physical property damage to determine the extent of liability.	Several times daily	93
Investigate and assess damage to property and create or review property damage estimates.	Several times daily	93
Interview or correspond with agents and claimants to correct errors or omissions and to investigate questionable claims.	Several times daily	92