

Position Description

Job title	<i>Casualty Claims Adjuster</i>
Reports to	<i>Casualty Claims Supervisor</i>

Position Summary

The Casualty Claims Adjuster is responsible for the handling of a variety of minor to moderately complex Casualty (Auto and General Liability) across multiple lines of business, such as Personal, Farm and Commercial lines. The Casualty Claims Adjuster is responsible for properly investigating, accurately assessing, and resolving Casualty claims in an expedient manner.

Primary Responsibilities

- Meet or exceed company guidelines on customer service expectations on claims handling, including frequent communications.
- Properly interpret and apply policy language to claims' resolutions.
- Properly and quickly handle minor and moderately complex Auto and General Liability claims, including property damage and injury claims
- Properly investigate and complete liability decisions on Casualty claims (Auto & General Liability)
- Properly evaluate negotiate and settle automobile total loss claims.
- Properly and accurately assess property damage, including damage to automobiles and reviewing auto damage appraisals to assure adherence to Wayne Insurance guidelines.
- Properly evaluate and negotiate minor to moderately severe injury claims, including some attorney represented injury claims
- Establish accurate and timely reserves on claims.
- Creates proper and timely written communications to insureds and agents, including Reservation of Rights and denial letters.
- Properly applies depreciation on claims.
- Strong knowledge of common industry tools and software applications
- Able to quickly learn company specific tools and software applications
- Develop strong agency relationships
- Thoroughly investigates claims for potential fraud.
- Thoroughly investigates and pursues subrogation recovery on claims.
- Maintains accurate, thorough file notes, journal entries, photographs and time and expense records as required.
- Arranges for the proper disposition of salvage recovered.
- Assign and oversee Independent Adjuster inspection on some files.
- Proper use of company equipment.
- Other duties as assigned.

Minimum Qualifications

- Bachelor's degree or equivalent insurance-related experience
- Highly customer service focused
- 2+ years of Auto and General Liability claims handling experience, including some injury negotiations
- Experience and understanding of auto damage repair estimates
- Experience in auto total loss handling
- Strong problem solving and decision-making skills
- Strong PC skills including Microsoft Office
- High level of organizational, reasoning and listening skills
- Ability to manage time effectively and work independently with little supervision
- Multi-task oriented as well as detail oriented

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- Ability to work in a team environment
- Ability to create positive and collaborative working relationships
- Strong written and verbal skills
- Willing and able to travel, work after normal business hours and adjust schedule as may be required by circumstances, including on-call rotation.
- Reliable

Working conditions

This position may be performed at the company headquarters in a traditional office environment full-time, at one's remote office full time, or a hybrid schedule of part-time at the company headquarters and part-time at one's remote office. This role routinely uses standard office equipment such as computers, phones, printers, and filing cabinets.

Physical requirements

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. This position will frequently be required to sit, stand, walk, stoop, kneel, crouch, use hand to finger, handle or feel, and reach with hands and arms. This position also requires the ability to lift up to 25 lbs. occasionally. Specific vision abilities required by this position include close vision, color vision, peripheral vision, and the ability to adjust focus. This noise level in the work environment is usually moderate.

Direct reports

None

Note

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety to themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship. Duties, responsibilities, and activities may change at any time with or without notice.

Equal Employment Opportunity Statement

Wayne Mutual Insurance Company provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Position Description

Signatures:

Approved by Management:	
Approved by HR:	
Date:	

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee:	
Date:	