

CAREER PATHWAY: CLAIMS ADJUSTER



What do they do? Investigate, analyze, and determine the extent of insurance company's liability concerning personal, casualty, or property loss or damages, and attempt to effect settlement with claimants. Correspond with or interview medical specialists, agents, witnesses, or claimants to compile information. Calculate benefit payments and approve payment of claims.

People with these roles and responsibilities are also called: Claims Examiner, Claims Specialist, Claims Adjuster, Claims Representative, Claims Analyst, Claims Manager, Claims Supervisor,

Customer Care Specialist, Independent Insurance Adjuster Specialist

Some typical job duties include:

- Examine claims forms and other records to determine insurance coverage.
- Investigate and assess damage to property and create or review property damage estimates.
- Interview or correspond with claimants, witnesses, police, physicians, or other relevant parties to determine claim settlement, denial, or review.



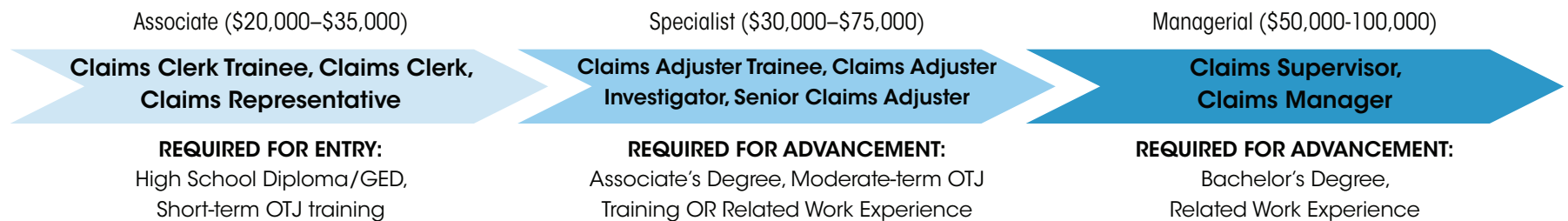
HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE:
\$64,680

MOST IMPORTANT OCCUPATIONAL SKILLS

- Basic Skills:** Reading Comprehension, Writing, Speaking
- Social Skills:** Social Perceptiveness, Coordination, Negotiation
- Problem Solving Skills:** Complex Problem Solving
- Technical Skills:** Operations Analysis, Quality Control Analysis
- System Skills:** Judgment and Decision Making, Systems Analysis, Systems Evaluation
- Resource Management Skills:** Time Management, Management of Personnel Resources, Management of Financial Resources

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS



SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE: **Associate, Life & Health Claims:** (International Insurance Institute of America Claim Association) **Associate in Claims—AIC:** (American Institute for CPCU and Insurance Institute of America) **Accredited Insurance Examiner:** (International Claim Association) **Accredited Customer Service Representative:** (American Institute for CPCU and Insurance Institute of America)