CAREER PATHWAY: CLAIMS REPRESENTATIVE

What do they do? Obtain information from insured or designated persons for purpose of settling claim with insurance carrier. Process applications for, changes to, reinstatement of, and cancellation of insurance policies.

People with these roles and responsibilities are also called: Claims Service Representative, Claims Technician, Claims Examiner, Claims Processor, Insurance Specialist, Claims Adjudicator, Claims Adjuster, Administrative Underwriter, Claims Clerk, Account Administrator, Agency Service Representative, Processing Clerk, Field Secretary, Customer Service Technician, Insurance Analyst, Premium Representative

Some typical job duties include:
- Interview clients and take their calls to provide customer service and obtain information on claims.
- Process, prepare, and submit business or government forms, such as submitting applications for coverage to insurance carriers.
- Process and record new insurance policies and claims.

HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE: $37,670

2,300
Annual projected job openings

HOW IMPORTANT OCCUPATIONAL SKILLS

Basic Skills: Reading Comprehension, Active Listening, Speaking
Social Skills: Social Perceptiveness, Coordination, Service Orientation
Problem Solving Skills: Complex Problem Solving
Technical Skills: Programming, Quality Control Analysis
System Skills: Judgment and Decision Making, Systems Analysis, Systems Evaluation

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

ASSOCIATE ($20,000–$35,000)
- Claims Clerk Trainee, Claims Representative/Clerk
- REQUIRED FOR ENTRY: High School Diploma/GED, Short-term OTJ training

SPECIALIST ($30,000–$75,000)
- Claims Adjuster Investigator, Senior Adjuster, Customer Service Supervisor
- REQUIRED FOR ADVANCEMENT: Associate’s Degree in General Business, Related Work Experience

MANAGERIAL ($50,000–100,000)
- Claims Supervisor, Claims Manager
- REQUIRED FOR ADVANCEMENT: Bachelor’s Degree, Related Work Experience

CERTIFICATIONS THAT CAN HELP YOU ADVANCE:
- Accredited Customer Service Representative
- Independent Insurance Agents of America
- Certified Insurance Service Representative
- The National Alliance for Insurance Education and Research
- Associate in Customer Service
- Life Office Management Association

Visit insurancecareers.org to learn about the many career opportunities available in the insurance industry!