



## CLAIMS DEPARTMENT CLAIMS SPECIALIST

### JOB DESCRIPTION

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This position is to oversee and manage the technical and operations functions within the Claims Departments and its personnel, including compliance with company standards and industry best practices; providing business judgment on the resolution of claims.

**Location:** Van Nuys, California

#### **Position Requirements**

- Oversee the claims process and ensure quality and productivity standards are met.
- Evaluate loss runs of all companies throughout the year to maximize ICA payouts and hold insurance companies accountable.
- Be an active member of the sales process with other Momentous employees.
- Meet and establish relationships with senior claims management at all our insurance companies.
- Develop and establish goals and benchmarks for claims team that are to be met/exceeded.
- Produce other tangible value added service offerings for the clients.
- Provide extensive reporting processes for all necessary parties—especially internal communications.
- Ensure that all denied or litigated claims be evaluated by General Counsel.

#### **Preferred Skills and Abilities**

- Minimum of 5+ years experience in claims.
- Computer skills a must as well as a working knowledge of the basic accounting software programs. Knowledge of Applied Systems.
- Must be able to solve problems, be able to multitask, and excellent people skills.
- Excellent written and oral communication skills.
- Highly organized and detail oriented.

#### **Physical Actions**

Required job duties are essentially sedentary work consisting of occasional walking, standing and lifting and/or carrying 10 lbs. maximum.

#### **Physical Environment**

Required job duties are normally performed in a climate controlled office environment.

## **Education Requirements**

- High School Diploma require
- Agency or Brokerage experience.
- Active Department of Insurance License in CA, other states a plus.
- Must have experience with MS Office Suite (Word, Excel, Outlook)

## **Special Skills Requirements**

- Strong written and verbal communication skills
- Strong follow up skills
- Results oriented
- Fosters a customer service orientation
- Sound problem solving skills
- Consistent exercise of good judgment;
- Prioritize and complete multiple tasks simultaneously
- High integrity
- Ability to routinely work under pressure, meets deadlines
- Work independently and in harmony with a team.