



POSITION GUIDE

TITLE: Office Claim Representative II CODE: 08014  
OFFICE LOCATION: Various GRADE: 10  
FUNCTION: Claim Settlement STATUS: Exempt  
DEPARTMENT: Claim COMPANY: LMC  
BASIS OF PUBLICATION: Revision DATE: April, 1979  
REVIEW DATE:

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PRINCIPAL OBJECTIVE OF POSITION:

Under direct supervision, investigates and settles first and third party claims through contacts by telephone and correspondence.

DIMENSIONS:

REPORTING RELATIONSHIPS:

This position reports to the Branch or Division Claim Manager.

PRINCIPAL RESPONSIBILITIES/ACCOUNTABILITIES:

1. Receives the more serious loss reports from supervisor which qualify for inside handling within scope of authority.
2. Contacts parties involved in the loss to collect facts and provide information relating to the processing of the claim.
3. Investigates, evaluates and terminates assigned losses through the use of the telephone and correspondence, subject to review.
4. Obtains telephone statements, proofs and releases, where appropriate, from claimants, witnesses and other interested parties.
5. Obtains, when appropriate, physicians and police reports to secure injury and treatment or accident information.
6. Arranges for prompt appraisal of damaged property and requests copies of estimate and, if applicable, paid bills.
7. Assists interested parties by answering routine questions and providing services within area of responsibility.
8. Capable of handling subrogation and salvage to obtain maximum recovery.

9. Performs other related duties as required or requested.

INTERNAL/EXTERNAL RELATIONSHIPS:

Corresponds both orally and in writing with insureds, claimants, witnesses, lawyers, police officers, fire fighters, and all appropriate others to investigate, evaluate, and settle claims.

DESIRABLE QUALIFICATIONS:

Education equivalent to graduation from high school, supplemented by two or more years of college, or the equivalent in related work experience. Should have completed the appropriate training courses as outlined in the Career Development section of the Training and Education Claim Manual or equivalent courses.

One or more years of experience as a Claim Representative I, or the equivalent in related work experience.

Demonstrates effective and diplomatic oral and written communication skills.