

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.

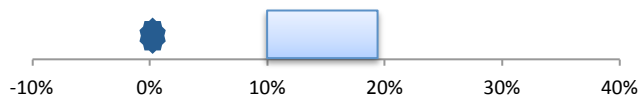
People with these roles and responsibilities are also called:

Claims Examiner, Claims Specialist, Claims Adjuster, Claims Representative, Claims Analyst, Claims Manager, Claims Supervisor, Customer Care Specialist, Independent Insurance Adjuster

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.

Ohio Job Outlook "Slower than average" (+0.5%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 3.0%

Most Important Occupational Skills

BASIC SKILLS

- Reading Comprehension
- Writing
- Speaking

PROBLEM SOLVING SKILLS

- Complex Problem Solving

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

SOCIAL SKILLS

- Negotiation
- Social Perceptiveness
- Coordination

TECHNICAL SKILLS

- Operations Monitoring
- Quality Control Analysis

RESOURCE MANAGEMENT SKILLS

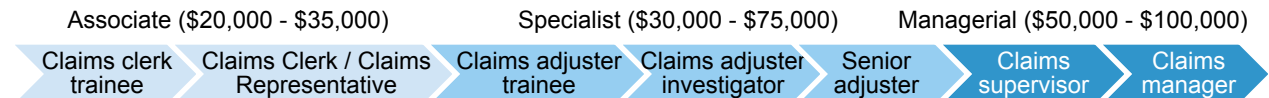
- Time Management
- Mgmt of Personnel Resources
- Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$59,400 per year
(\$28.56 per hour)

Career Pathway and Educational Requirements



REQUIRED FOR ENTRY/ADVANCEMENT

- High school degree/GED
- Short-term OTJ training

REQUIRED FOR ADVANCEMENT

- Associate's degree (minimum)
- Moderate-term OTJ training OR
- Multiple years related work experience

REQUIRED FOR ADVANCEMENT

- Bachelor's degree (minimum)
- Multiple years related work experience

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Associate in Claims — AIC (American Institute for CPCU and Insurance Institute of America, available online)

Associate, Life & Health Claims (International Claim Association, available online)

Accredited Insurance Examiner (Insurance Regulatory Examiners Society, available online)

Accredited Customer Service Representative (American Institute for CPCU and Insurance Institute of America, available online)