

CLAIMS REPRESENTATIVE

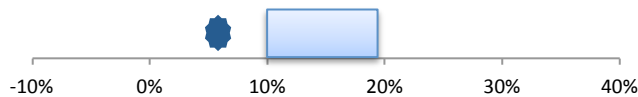
What do they do? Obtain information from insured or designated persons for purpose of settling claim with insurance carrier. Process applications for, changes to, reinstatement of, and cancellation of insurance policies.

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.

Ohio Job Outlook "Slower than average" (+6.2%)



Projected % change in number of jobs by 2020

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

National Job Outlook through 2020: 8.7%

Most Important Occupational Skills

BASIC SKILLS

- Active Listening
- Reading Comprehension
- Speaking

PROBLEM SOLVING SKILLS

- Complex Problem Solving

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

SOCIAL SKILLS

- Social Perceptiveness
- Service Orientation
- Coordination

TECHNICAL SKILLS

- Programming
- Quality Control Analysis

RESOURCE MANAGEMENT SKILLS

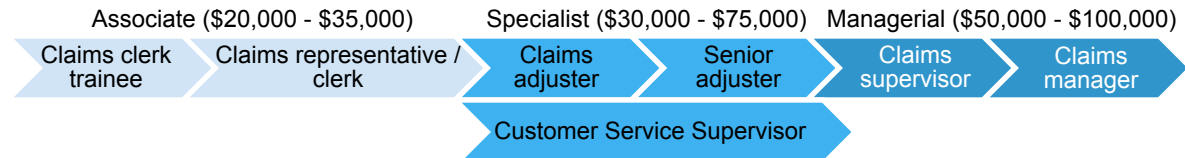
- Time Management
- Mgmt of Personnel Resources
- Mgmt of Financial Resources

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

How much did these jobs pay in 2013?

**Average: \$36,310 per year
 (\$17.46 per hour)**

Career Pathway and Educational Requirements



- REQUIRED FOR ENTRY**
- High school degree/GED
 - Short-term OTJ training

- REQUIRED FOR ENTRY/ADVANCEMENT**
- Multiple years related work experience
 - Associate's degree in general business

- REQUIRED FOR ADVANCEMENT**
- Bachelor's degree (minimum)
 - Multiple years related work experience

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

- Accredited Customer Service Representative** (Independent Insurance Agents of America, available online)
- Certified Insurance Service Representative** (The National Alliance for Insurance Education & Research, available online)
- Associate in Customer Service** (Life Office Management Association, available online)