



## CREATIVE PLANNING

Title: Claims Specialist (P&C Insurance)

Location: Overland Park, KS

Job Description: **JOB SUMMARY**

The **Claims Specialist** is responsible for assisting clients with complex property and casualty claims or those escalated due to unsatisfactory results or lack of an acceptable resolution. The Claims Specialist will provide prompt, accurate, and courteous service to agency customers, aiming to prevent and resolve issues effectively. Working with company representatives, the Claims Specialist will strive to achieve fair outcomes for escalated claims and communicate resolutions to clients empathetically and professionally.

**We do not accept resume submissions from third-party recruiters or staffing agencies. Please contact our recruiting team directly.**

**JOB DUTIES:**

- Acts as an advocate to clients who have escalated claims due to unsatisfactory results or lack of resolution.
- Communicates with claims adjusters, company marketing personnel, and underwriters to gain an understanding of the company's claim position and coverage issues.
- Research policy provisions that may apply to specific claims.
- Assists claimants in going through the claims process and gathering additional information that may affect the outcome of their claim.
- Follows up with all parties to see the claim through to a fair, final resolution.
- Communicates claim results to clients in an empathetic way to help them to understand outcomes.
- Documents all activity related to the claim in our agency management system.
- Maintains quality customer service by following company standard practices and responding to customer inquiries in a timely manner.
- Protects operations by keeping claims information confidential.
- Maintains a good relationship with carrier personnel.
- Communicates claim status to Account Manager as requested.

**REQUIRED EXPERIENCE/QUALIFICATIONS:**

- Ability to communicate orally and in writing to empathetically explain complex issues, receive, and interpret complex information, and respond appropriately.
- Good listening skills and attention to detail are critical.
- A strong desire to help others with complex insurance problems.
- Ability to manage multiple tasks concurrently and prioritize workload appropriately.
- Strong relationship-building skills with Producers, companies, customers, and co-workers.
- Able to be a team player and adapt to a fast-moving, changing work environment with a positive attitude.
- Proficient in professional oral and written communication skills.
- Skilled in Microsoft Office, particularly Excel and Word.

**PREFERRED EXPERIENCE/QUALIFICATIONS:**

- College education with a minimum of 5 years insurance experience or a minimum of 10 years insurance experience.
- Property and Casualty Insurance Agents License in Kansas or Missouri.
- Knowledge of commercial insurance products and usages.
- Knowledge of insurance rating and underwriting procedures.
- Knowledge of AMS360 beneficial but not required.
- Professional designation of CIC or CPCU beneficial but not required.