

CLAIMS REPRESENTATIVE

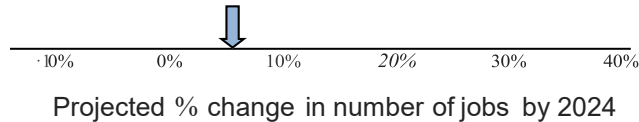
What do they do? Obtain information from insured or designated persons for purpose of settling claim with insurance carrier. Process applications for, changes to, reinstatement of, and cancellation of insurance policies.

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.

Michigan Job Outlook "Faster than average" (6.3%)



National Job Outlook through 2024: 6.3%

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Most Important Occupational Skills

BASIC SKILLS

Active Listening
Speaking
Reading Comprehension

PROBLEM SOLVING SKILLS

Complex Problem Solving

SYSTEMS SKILLS

Judgment/Decision Making
Systems Analysis
Systems Evaluation

SOCIAL SKILLS

Social Perceptiveness
Service Orientation
Coordination

TECHNICAL SKILLS

Programming
Quality Control Analysis

RESOURCE MANAGEMENT

Mgmt of Personnel
Mgmt of Financial Resources
Time Management

How much did these jobs pay in 2016?

Average: \$40,780 per year
(\$19.61 per hour)

Career Pathway and Educational Requirements

Associate (\$20,000- \$35,000) Specialist (\$30,000-\$75,000) Managerial (\$50,000- \$100,000)

Claims Clerk ➡ Claims Clerk ➡ Adjuster ➡ Senior Adjuster ➡ Claims Supt. ➡ Claims Manager

REQUIRED FOR ENTRY

High school degree/GED
Short-term OTJ training

REQUIRED FOR ADVANCEMENT

Multiple years related work exp.
Associate's degree

REQUIRED FOR ADVANCEMENT

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

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

- Associate in the Society of Actuaries—ASA (Society of Actuaries, available online)
- 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)