

Job # CLXX		Status:	Non-Exempt
Job Title:	Property Contents Specialist	Reports To:	Catastrophe and Vendor Services Manager
Department:	Claims	Position Type:	Full time

While no Job Description can possibly include all duties that may be required by the Association, the following is a summary of the primary responsibilities of the position.

POSITION SUMMARY

The Contents Specialist is responsible for supporting insurance claims activity and assisting in the resolution of content claims. Interacts with independent adjusters, internal claims examiners, and policy holders, reviews claim forms and other records to determine contents insurance coverage, payment recommendations and settlements.

PRINCIPAL DUTIES & RESPONSIBILITIES

- Investigates, evaluates, and adjusts large contents claims, applying technical knowledge and human relations skills to promote fair and prompt settlement of claims.
- Ensure all contents settlements have been made in accordance with company practices, procedures, and Fair Claims Settlement Practices regulations.
- Utilizes available tools and depreciation guidelines to price out large content inventories.
- Conducts daily diary reviews on assigned claim files to ensure status letters are sent to policyholders timely and in accordance with Department of Insurance regulations.
- Pays and processes large contents claims within designated authority level.
- Identifies fraud or illegal activity indicators and follow internal processes to refer the questionable claim to the appropriate personnel for follow up.
- Maintains compliance with the Department of Insurance and Company policy & procedures.
- Escalates any claims involving litigation to management.
- Adheres to Federal and State laws and regulation.
- Any other duties needed to help fulfill the Associations Mission, abide by the Association's Values and fulfill the Association's Strategic Objectives.

KNOWLEDGE AND SKILLS REQUIREMENTS

- High School Diploma or its equivalent required.
- 1+ years Property Claims or equivalent experience.
- Experience with XactContents preferred.
- Proven attention to detail and time management skills.
- Proficient with MS-Office (especially Word and Excel).
- Achievement of or actively pursuing a Property Casualty Insurance preferred.