

**ROCKFORD MUTUAL INSURANCE COMPANY  
EXEMPT JOB DESCRIPTION**

**JOB TITLE:** Senior Claims Representative

**SUMMARY**

Under general supervision, investigates and concludes claims as assigned, providing timely service and equitable disposition, all within guidelines of claim policy and dollar authority granted.

**EDUCATION**

College degree preferred. Will consider significant work experience in lieu of degree.

**POSITION REQUIREMENTS**

Good communication skills; solid negotiation skills; thorough knowledge of auto damage repair techniques and costs; thorough knowledge of real property repair/reconstruction techniques and costs; comprehensive knowledge of Personal and Commercial lines Property and Casualty policy coverages; professional appearance and behavior; 3-5 years of progressive claims handling experience.

**PRIMARY RESPONSIBILITIES**

- Receives assignments from supervisor, confirming coverage and limits as necessary.
- Investigates, analyzes, and concludes first and third party claims within authority limits.
- Contacts known and necessary parties involved in the loss, obtaining statements where necessary.
- Obtains damage appraisals, of Auto or Property losses, in order to determine claim value.
- Properly and completely documents each claim file to allow clear reconstruction of claim handling.
- Documents and protects possible subrogation, salvage, or contribution as applicable.
- Keeps supervisor informed of significant claim developments; uses outside adjusters as necessary, and as directed by supervisor, to complete claim investigations or loss determination.
- Assists in the training of new office claim representatives, as requested.
- Performs other work related tasks as requested or required.

Updated: 10-2018