



Open Position: Claims Adjuster II

Location: Field

Job Type: Full-Time

Starting Salary: \$79,100-\$118,600

Massachusetts Property Insurance Underwriting Association is seeking a Claims Adjuster II to join our Claims Department. This position reports to the Property Field Manager and has no supervisory responsibilities.

This position is responsible for the inspection and investigation of moderate-sized property claims. This position is also responsible for the timely evaluation, negotiation and equitable settlement of those claims in accordance with the terms and conditions of the policy contract.

JOB REQUIREMENTS:

This position requires a high school diploma or equivalent work experience, in addition to knowledge of building trades. Also required are formal training in construction modes as well as a thorough knowledge of property coverages, policy interpretation and legal climates, including an awareness of current changes within the insurance industry. Strong verbal and written communication skills are required to communicate ideas and concepts clearly with colleagues, clients and/or vendors. Must have a willingness to work as part of a team, sharing information and learning from colleagues. Strong analytical skills, a high level of accuracy and attention to detail are crucial. Must be able to work independently, have computer proficiency and maintain confidentiality. An understanding of property claim investigation techniques is preferred.

RESPONSIBILITIES:

- Investigate all claims assigned by the Examiner/Manager. Schedule appointments, evaluate damages and negotiate settlements.
- Report accurately on all claims file activity and maintain adequate claim reserves on all losses.
- Maintain an up-to-date diary system on all active files to control file activity and ensure timely conclusion of the loss.
- Meet quota of closed claims each month.
- Control expenses consistent with company procedures.

- Meet regularly in the office with the Examiner and/or Manager to consult, handle problems, answer telephone inquiries and receive new assignments.
- Responsible for the maintenance of company car.
- All other duties and projects as assigned.

ACTIVITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS:

To complete the essential functions of this position in a complete and timely fashion, the person must be able to:

- Must be able to remain in a stationary position 100% of the time.
- Needs to occasionally move about the office to access documents, office machinery, interact with team members, attend meetings, etc.
- Operate a computer and other office productivity equipment as needed to meet the requirements of this position.
- Occasionally require climbing, stooping, crouching, grasping, balancing, reaching and lifting.
- Read and create both physical and electronic documents.
- Effectively communicate with employees, customers, vendors, and other internal and/or external business partners on the telephone, in writing and in person.
- Think analytically, concentrate on assigned tasks, observe, and remember detail, and make decisions sufficient to meet the requirements of this position.
- Ability to travel as needed to meet the requirements of this position.

We offer an excellent benefits package, a matching 401(k) program, pension program, and we are conveniently located in Government Center.

For more information about Massachusetts Property Insurance, please visit our website at www.mpiua.com. Interested applicants should send resumes via e-mail.

We are an Equal Opportunity Employer. The Association will give fair and equal consideration to all applicants regardless of race, color, religion, sex, marital status, parental status, national origin, ancestry, sexual orientation, gender identity or expression, pregnancy or pregnancy-related conditions, military service, veteran status, age, disability, genetic information, natural or protective hairstyle, prior psychiatric treatment, use of family and medical leave, or any other characteristic protected by relevant federal, state and local laws, except where a good faith occupational qualification applies.