

## TOTAL LOSS CLAIMS REP

Total Loss Claims Reps investigate, evaluate, negotiate and settle total loss claims to final resolution. They handle moderately complex claims for both first and third parties claimants including moderate to severe damage. Claims are handled and resolved according to applicable regulations and organization's standards.

### **Principal Duties and Responsibilities (Essential Functions\*\*):**

- Promptly and effectively handles to conclusion all assigned claims in accordance with prescribed authorization and claims best practices with little to no direction or oversight.
- Makes decisions within delegated authority as outlined in company policies and procedures.
- Initiates and conducts follow-ups via proficient use of claims systems and related business systems
- Verifies proper policy coverages and applies best claims practices to conclude assigned cases in accordance with company guidelines. Adheres to high standards of professional conduct while providing delivery of superior claims service
- Evaluates the market value of auto total loss vehicle and manages the settlement process.
- Procures titles and bill of sales when appropriate; coordinates the salvage process
- Maintains current knowledge of guidelines in the claims function, policy changes and modifications, and relevant laws and regulations in the states in which GIA does business.
- Maintains current knowledge of court and arbitration decisions
- Other duties as needed or required

### **Qualifications & Skills:**

#### *REQUIRED:*

- At least two years' experience handling Total Loss Auto Damage claims or two years handling auto casualty claims.
- Proven ability to meet customer needs and provide exemplary service by informing customers of the claims process and ensuring a positive customer experience. Excellent customer focus and proven ability to proactively meet customer needs.
- Knowledge of claims systems to include CCC, Mitchell or Audatex valuation systems
- Excellent written and verbal communication skills necessary to effectively communicate and/or negotiate with policyholders, claimants, attorneys, agents, and general public.
- Proven ability to determine the market value of auto total loss vehicles and manage the salvage and settlement processes
- Proven organizational skills to effectively prioritize increased and more complex workloads.
- Ability to operate a PC and related software.
- Deals with confidential information and/or issues using discretion and judgment.

#### *PREFERRED:*

- DMV title processing experience.

\*\* To comply with regulations by the American with Disabilities Act (ADA), the principal duties in job descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.