

Gallagher Bassett Services, Inc.

Contact: Dow Ragan, *Workers' Compensation Supervisor*
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Position Title: Claim Service Representative

Opportunity Type: Full-time
Opportunity Start Date: 02/01/2012
Opportunity Location: St. Louis, MO

Description:

As a Claims Service Representative, you will assure that all aspects of lower exposure claims are administered in accordance with all pertinent requirements, policies and procedures. Duties will include, but are not limited to:

- Effective works with and obtains information from clients, claimants, vendors, field personnel and other internal or external resources
- Investigates losses to determine cause, scope and extent of damages and/or liability and possible subrogation
- Evaluates claim for purposes of setting reserves and making appropriate payments
- Documents all activity to support the outcome of the claim file
- Achieves fair, equitable and timely claim disposition that is consistent with our customer and internal expectations
- Communicates effectively with claimants, clients and other internal or external contacts
- Maintains positive relationships, creates high level of satisfaction with our clients
- Other duties as assigned

Qualifications

Required:

- No less than one year of previous work experience
- Appropriately licensed and/or certified in all states in which claims are being handled
- Ability to effectively operate a computer, knowledge of MS Office applications, and related claims and business software

Desired:

- Knowledge of claims investigation and settlement procedures and applicable state laws and industry standards

Work Traits:

- Good interpersonal skills including the ability to work in conjunction with and support all administration management, supervisory and staff positions
- Knowledge of accepted industry standards and practices
- Solid analytical skills necessary to make decisions and resolve issues inherent in the handling of claims
- Ability to plan and organize activities and workload and respond to multiple demands
- Outstanding communication skills - both verbal and written

U.S. Eligibility Requirements:

- Interested candidates must submit an application and resume/CV online to be considered
- Must be 18 years of age or older
- Must be willing to submit to a background investigation; any offer of employment is conditioned upon the successful completion of a background investigation

- Must have unrestricted work authorization to work in the United States. For U.S. employment opportunities, Gallagher hires U.S. citizens, permanent residents, asylees, refugees, and temporary residents. Temporary residence does not include those with non-immigrant work authorization (F, J, H or L visas), such as students in practical training status. Exceptions to these requirements will be determined based on shortage of qualified candidates with a particular skill. Gallagher will require proof of work authorization
 - Must be willing to execute Gallagher's Employee Agreement or Confidentiality and Non-Disclosure Agreement which requires, among other things, post-employment obligations relating to non-solicitation, confidentiality and non-disclosure
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*For more information or consideration, please e-mail Dow Ragan at dow_ragan@gbtpa.com