

Title: **Claims Specialist**

Description: **PRIMARY PURPOSE**

To ensure the timely and accurate administration and processing of claims in order to help achieve the Lambent Risk Management vision of being the highest performing specialist insurer. This will be done through proactively assisting the Claims Manager in the management of claims, so as to achieve high levels of satisfaction for the insured and broker through high quality claim management, resolution and excellent client service.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

Provide organizational and administrative support to Claims Manager, specifically:

- Assist the Claims Manager by preparing documentation to help them evaluate and report on specific claims.
- Where necessary, produce and maintain spreadsheets and databases to enhance data presentation, analysis, and storage.
- Liaise with service providers, brokers and other stakeholders to support the effective management of claims.
- Where appropriate, assist in the review of claims.
- Assist with the necessary auditing and reviewing of internal and external claim files.
- Participate in cross-team and intra-team projects, as required.
- Provide input to underwriters during the review of existing Insureds' claim experience.
- Comply with standards for timeliness of contact, follow-up and payments.
- Prepare claims summaries and respond promptly to reinsurance queries.
- Build effective working relationships with other team members.
- Identify and/or respond to requests for support for assistance from the wider group.
- Promote the Lambent Risk Management brand of excellence and professionalism in client service and build positive relations with our brokers and insureds.

Authority & Minimum Standards observance

- Do not represent to anyone internally or externally that you have the authority to manage, reserve or settle claims and refer any requests for decisions on these issues to a Claims Manager with the necessary authority.
- Have thorough knowledge of industry regulations and minimum standards to ensure compliance with the regulations and Lambent's claims control standards and protocols.

Personal Development

- Adopt the Lambent culture of Professionalism, Integrity, Effectiveness and Dynamic attitude contributing to an internal environment of teamwork and promote a positive brand image to our external customers.
- Undertake relevant training on Lambent policies and procedures as identified by line managers, Talent Management development or assurance teams (compliance, risk, internal audit) either directly, via e-learning or the learning management system.
- Comply with any specific responsibilities necessary for your role as outlined by your line manager, the Talent Management development or assurance teams (compliance, risk, internal audit) and ensure you keep up to date with developments in these areas.
- Perform additional responsibilities as required by line managers, through objectives or through the learning management system.

QUALIFICATIONS

Education and Qualifications

High School Diploma; some college experience preferred.

Skills and Abilities

- Analytical skills: Problem solving (broad-based, analytical, conceptual, creativity), Analysis of financial statements, Financial assessments of claims, Data analysis, Decision-making
- Work management skills: Time and workload management, Self-starter, Planning, Achievement orientation, Productivity focus
- Interpersonal skills: Ability to influence others, Client and broker management skills, Purposeful communication, Flexibility, Active listening

Knowledge and Experience

- Functional knowledge & understanding: Claims management process, basic understanding of relevant focus group claims

Aptitude and Disposition

- Outcome focused, self-motivated, flexible and enthusiastic
- Professional approach to successfully interact with senior management/ colleagues/ external suppliers
- Diplomatic

Competencies

- Problem-solving
- Decisiveness
- Customer-focused
- Influencing others
- Team work
- Self-starter
- Analytical thinking
- Managing resources effectively
- Technical competency and expertise