

Claims Analyst

Cragin & Pike is a highly energized and collaborative environment where we are focused on not only meeting, but exceeding, our client's expectations at every turn. Our **Claims Analysts** are the people who react when a claim arises for our clients. They act as advisors and advocates during the process by providing white glove service. Does this sound like the job for you?

To thrive in this role, you will have a strong understanding of common insurance terms having previously worked for an insurance agency or insurance company. You are a "claims expert" who has worked as an adjuster and can take advantage of that knowledge to assist our clients. You are at your best when you are managing multiple tasks and can easily change gears from the project you are working on to take an incoming phone call. While a current Nevada Resident Producer License for Casualty, Property & Surety is preferred, we will help the right candidate obtain this after hire.

What will you get to do? You are the advocate for our client, holding their hand through a challenging and stressful time when a claim needs to be filed. You get to be our client's "person" who not only advises our client regarding policy terms, but you also get to be the expert who walks them through the process step by step. You are the central point of contact for all claim parties – client, account manager, sales producer, legal and insurance company – responsible for monitoring all the "balls in the air" and following up to ensure a smooth process from start to finish.

Our most successful Claims Analysts have the following traits and abilities:

- Strong Data Analytics & Excel Abilities – You will manage large volumes of data and use Excel to create Client Reviews with charts and graphs. You will merge data from multiple sources and be able to identify and report on trends.
- Proactive & Resourceful – You actively manage multiple projects and rely on knowledge and experience to anticipate any issues that may arise. Once identified, you take action to mitigate & manage the process.
- Deadline Oriented – You are highly functional in a role that is driven by tight deadlines where you are held accountable to meeting and exceeding them.

- Negotiation Skills – You have a full understanding of your client’s policy and can successfully apply this information to negotiations with the insurance company to get the best outcome for our clients. This is where your knowledge gained as an adjuster will be your strongest asset since it will allow you to “talk the talk” with the insurance companies.

If this position has your attention, please send us your resume so we can chat!