



Job Title: Claims Adjuster Trainee
Position Reports to: Claims Supervisor/Manager
Classification: Non-Exempt, Full Time
Pay Range: \$40,000 - \$50,000 annually
Schedule: Monday through Friday

Position Summary: Southern Oak is looking for a Claims Adjuster Trainee for our Claims department. This position will be trained on all facets of property claims handling on the way to becoming a full adjuster. The ideal candidate will be computer savvy, have exceptional attention to detail, possess excellent interpersonal skills as well as have an interest in pursuing a career in the insurance industry.

Primary Responsibilities (training provided on all activities):

- Acknowledge claim assignments, investigate property damage claims and confirm policy coverage
- Maintain claim documents, file notes and claim activities per company Best Practices
- Interview customers and provide prompt service to our policyholders utilizing phone, mail and electronic mail in a professional manner
- Educate policyholder on the claim process and communicate effectively throughout
- Work with our Field Adjusters, Third-Party Administrators and business partners as a team
- Review policy contracts, endorsements and related information to make a prompt coverage determination
- Conduct a thorough claims investigation/evaluation obtaining documentation, recorded statements and expert reports in support of the claims per the insurance contract
- Identify and submit SIU, Subrogation and Underwriting referrals
- Review property damage estimates, diagrams, field reports and expert reports
- Write coverage determination letters/claim disposition letters with supervision
- Issue and process claim payments/claim disposition and discuss with policyholders
- Additional duties as assigned by management

Qualifications:

- College degree or equivalent combination of relevant education and experience
- 1+ years of property claims experience or insurance administrative experience
- Demonstrated composure in fast-paced environment
- Ability to acquire 6-20 insurance license within one year of hire
- Detail-oriented and highly organized
- Excellent verbal and written communication skills and professional demeanor
- Ability to work with multiple systems, as well as good knowledge of Microsoft Office, including Word, Excel, and Outlook

Benefits:

- 401(k) with dollar-for-dollar company match up to 6%
- Medical, dental & vision
- Wellness & mental health
- Company paid Life, Short- and Long-Term Disability
- Paid time off
- Diverse, inclusive & welcoming culture
- Career development & tuition assistance
- Equal Opportunity Employer



Satisfactory completion of a post-offer drug screening and background check is a condition of employment.

Company

Southern Oak is a Florida-based insurance company specializing in personal residential property coverage with its home office in Ponte Vedra Beach, FL.