



Job Title: Claims Assistant

Position Reports to: Claims Supervisor

Classification: Non-Exempt, Full Time

Schedule: Monday through Friday; 8am to 6pm

Position Summary: Southern Oak is looking for a Claims Assistant for our Claims department. This position will work under the direction of the Claims Supervisor and is responsible for providing administrative support to the claims team. The ideal candidate will be computer savvy, an excellent typist and have exceptional attention to detail.

Primary Responsibilities:

- Process incoming and outgoing claims documentation and correspondence including, but not limited to, mail, faxes, and emails
- Greet all inbound calls warmly and in a professional manner
- Input all necessary policyholder and loss information into system to complete a First Notice of Loss Report or process a customer service-related call
- Set up, close, re-open and dispatch Claim Assignments
- Document management, data entry, payment transactions & invoice payment processing
- Willing to work additional hours as part of catastrophe response
- Willing to learn about property insurance claims
- Provide general clerical assistance to Claims Team
- Additional duties as assigned by Supervisor

Qualifications:

- High school diploma or general education degree (GED) required
- 1-2 years of experience in a customer service or administrative role (preferably in the insurance industry)
- 6-20 adjuster's license or customer service license preferred or willing to become licensed within 1 year of hire
- Able to multitask and be organized in a high-volume environment
- Detail-oriented and highly organized
- Masters new job tasks swiftly
- Ability to work in and learn multiple software systems
- Excellent verbal and written communication skills and professional demeanor
- 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.