

Insurance Adjusters review settled insurance claims to ensure that payments and settlements have been made in accordance with company practices and procedures. They report overpayments, underpayments, and other irregularities.

### Example positions

Claims Adjuster, Claims Analyst, Claims Examiner, Claims Manager, Claims Representative, Claims Specialist, Claims Supervisor, Corporate Claims Examiner, Customer Care Specialist, Home Office Claim Specialist

## COMPETENCIES

**Compliance** – Insurance Adjusters work to ensure that they, team members, other employees, contractors, strategic partners, and other relevant stakeholders act in accordance with all pertinent rules, regulations, policies, and best practices, and that behavior in the organization meets the company's standards of conduct.

**Information seeking** – They are driven by an underlying curiosity and desire to know more about things, people, or issues. This involves going beyond routine questions and includes digging or pressing for exact information, resolving discrepancies by asking a series of questions, or conducting less-focused environmental scanning for opportunities or miscellaneous information that may be used in the future.

**Composure and resiliency** – These Insurance Adjusters are able to deal effectively with pressure, maintain focus and intensity, and remain optimistic and persistent, even under adversity. This competency includes the ability and propensity to recover quickly from setbacks, rejections, and conflicts and to maintain self-control in the face of hostility or provocation.

**Communicating** – They provide the information required by others in a concise, direct, and unambiguous way. They perceive how the message affects the receiver and strive to ensure that the receiver clearly understands the specifics and function of the message.

**Quality focus** – Adjusters ensure that all work in one's own area of the business, throughout the organization, by vendors, suppliers, etc. is performed with excellence and to high standards for quality and integrity.

**Service focus** – These individuals place emphasis on creating customer loyalty by continually enhancing the customer experience. They show the capacity to identify and understand the needs of customers, manage expectations, and give priority to meeting and exceeding those needs.

**Professionalism** – Insurance Adjusters set high standards and serve as role models for work performance, ethical conduct, and respect for others. They consistently conduct themselves in a manner consistent with generally accepted moral principles and values and within the guidelines and best practices of their chosen profession.

**Extended task focus** – Individuals who exhibit this competency are able to perform the same work function for a significant amount of time while remaining focused and without becoming disengaged. This competency is about being comfortable with a structured schedule and well-defined work tasks.

### Representative behaviors

- Acts in accordance with policies, procedures, and guidelines
- Uncovers relevant information to make accurate judgments and sound decisions
- Stays composed in challenging interpersonal situations
- Readily shares information with the appropriate people in a timely manner
- Reviews all work to ensure completeness and accuracy
- Attends to customers in a friendly manner
- Interacts with others in ways that build trust and loyalty
- Follows tasks through to completion



