

**Title/Position:****Claims/Sales Coordinator****Job Type: Full-time****License: Driver's License (Required)**

A nationally accredited public adjuster firm, Gavnat and Associates, is actively seeking a strong administrative professional for a Claims/Sales Coordinator position. Gavnat and Associates provides assistance to property owners when their residential and/or commercial properties are compromised by hail, wind, water, fire and mold damage.

**Job Description**

As a Claims and Sales Coordinator, you will be responsible for supporting the company's operational goals. The Coordinator will maintain quality relationships with new and existing clients and accounts by providing excellent customer service. The Coordinator will also be responsible for assisting the Public Adjusters and the Sales team with the administrative aspects of a claim as well as being assisting in a multitude of administrative tasks around the office. Great growth opportunity!

**Job Duties**

- Builds and maintains quality relations with assigned clients by updating them on the status and progress of their claim via phone and email
- Maintain open line of communication between sales team and public adjusters to ensure client and claim statuses are up to date
- Input information as it becomes available to file, such as internal and external personnel, mortgage information, reports, addresses, and other documentation, etc
- Check and complete daily tasks that are assigned through action items in Claim Wizard, verbal and other means of written communication
- Communicate with carriers via phone and e-mail to schedule appointments, collect documentation, get status updates, and send documentation to carrier
- Track down and source any samples that are required for the claim
- Maintains, updates, and organizes files and correspondence on all assigned clients and claims
- Keep meticulous updates of all aspects of each claim in Claim Wizard
- Respond to emails within (1) one Business day
- Manage calendars including scheduling and updating

- Assist in marketing research, preparation and events as needed
- Write correspondence on behalf of the Public Adjusters and Sales Team
- Demonstrate efficient computer skills in Microsoft Word, Outlook and Excel
- Sit in on file reviews with Public Adjuster and Management team
- Ensuring assigned tasks are being completed by deadline
- Demonstrate and maintain a high level of integrity, business ethics, and sound judgment
- Manage collections of insurance funds as well as payment of invoices for claims that have been settled as needed/in cooperation with other members of management
- Performs other administrative tasks including but not limited to processing mail, paying invoices, tracking insurance funds, ordering supplies for the office, answering the telephones and filling in for other administrative roles, if needed

### **Qualifications:**

Required:

- Associates degree required (B.A. or B.S. preferred)
- Proficiency in Microsoft Office Suite
- Ability to use MAC and PC computer systems
- Must have a working knowledge of MS Office

Experience with the following preferred, but will train:

- Experience with QuickBooks
- Basic understanding of the insurance claims process
- Knowledgeable in building construction

### **Behavioral Qualifications:**

- Ability to communicate clearly, both verbally and written.
- Ability to facilitate and maintain office procedures
- Motivated to be proactive in performing job duties both assigned and anticipated.
- Highly organized with a strong desire to achieve accuracy and efficiency.
- Excellent interpersonal skills, including the ability to manage diverse personalities
- Excellent written and verbal communication skills, specifically skilled in customer service and drafting professional correspondence
- Strong ability to multi-task and prioritize duties

- Comfort with a fast-paced environment
- Excellent attention to detail with emphasis placed on quality

**Experience:**

- 5+ prior year's experience in a fast paced, multi-task driven position
- 2+ prior year's experience in an administrative tasked position
- 2+ prior year's experience in customer service-related field

**Salary and Benefits:**

Gavnat and Associates offers a competitive wage with excellent benefits including:

- Medical Insurance;
- Life Insurance;
- 401(k) Retirement plan with employer matching;
- Flexible Spending Account for both medical and dependent care expenses;
- Accrual of paid time off; and
- Paid holidays.

Salary is negotiable. Gavnat is willing to pay a highly competitive wage to the right candidate. Please email your resume and salary requirements to our HR Specialist, Jessica Nelson at [jnelson@gavnat.com](mailto:jnelson@gavnat.com). Serious inquiries only please.