

**Title/Position:****Licensed Public Adjuster (or in the process of becoming a licensed PA)****Job Type: Full-time**

A nationally accredited public adjuster firm, Gavnat and Associates, is actively seeking a Public Adjuster. Gavnat and Associates excels in providing world-class-service to clients when their residential and/or commercial properties are compromised by hail, wind, water, fire, or other peril.

**Job Description**

As a Public Adjuster, you will be responsible for handling the insurance claim process on behalf of the policy holder. Ultimately, supporting the company's operational goals through excellent customer service, maintaining quality relations with existing accounts and negotiating claims to ensure the policy holder is receiving the best possible resolution regarding their loss. Self-motivation and management skills are critical aspects of this position.

**Job Duties****Responsibilities:**

- Provide effective customer service to clients, vendors, and insurance carriers
- Demonstrate and maintain a high level of integrity, business ethics, and sound judgment
- Maintain accurate records and document all actions taken on behalf of claim
- Responsible for maintaining, updating, and organizing files and correspondence on all assigned clients and claims
- Work independently in the field without the necessity for supervision
- Create and build a scoping for each loss
- Documenting and reporting on damage found
- Writing Estimates
- Coordinating and Developing evidence-based arguments in support of position
- Presenting your argument to others
- Negotiate the settlement of the loss with the insurance carrier(s) including the causation, scope and value of the loss
- Prepare a claim for appraisal and present position at appraisal
- Supervise Claim Coordinators
- Stay informed on the latest industry techniques, methods, guidelines and laws
- Performs other related duties as assigned needed to ensure the best quality customer service and management of claims
- Assist in marketing events
- Maintain adequate job-related equipment and materials
- Ensure compliance with company standards for cost control, waste reduction, and quality

- Demonstrate efficient computer skills including Microsoft Excel, Word, Outlook, Xactimate and CSM software

### **Qualifications:**

- Maintain a Minnesota Public Adjuster License (or be in the process of obtaining of PA license)
- Proficiency in Microsoft Office and CRM software
- Understanding of the insurance claim process
- Proficiency in reading and writing Xactimate scopes (will train, if necessary)
- Knowledge in building construction
- Ability to lift 50 lbs
- Driver's License
- Ability to stand and walk on roofs of various heights and slopes
- 2 years of claims handling experience or a bachelor's degrees in a relevant field

### **Behavioral Qualifications:**

- Excellent communication skills (both written and verbal)
- Demonstrate strong interpersonal skills including the ability to work with diverse stakeholders with competing interests
- Self-motivation and organizational skills are critical
- Highly organized with a strong desire to achieve accuracy and efficiency
- Ability to negotiate
- Demonstrate and maintain a high level of integrity, business ethics, and sound judgment
- Motivated to be proactive in performing job duties both assigned and anticipated
- Excellent attention to detail with emphasis placed on quality

### **Experience:**

- 2+ years prior experience in a field adjuster position and/or
- 2+ years prior experience in a desk adjuster position and/or
- 2+ years prior experience in a sales position with a restoration/construction business

### **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 salary/wage to the right candidate. Pay for this position is not commission based. This is not an entry level position. Please email your resume and salary requirements to our Office Manager, Jessica Nelson at [jnelson@gavnat.com](mailto:jnelson@gavnat.com). Serious inquiries only please.