



Desk Claims Adjuster – Homeowners

Location: Tampa, FL

Zip Code: 33607

Length of Assignment: Direct Hire

Compensation: Depending on Experience

Job Description:

Maison is currently seeking a Claims Professional to add to their staff at their Tampa, FL office. This inside/desk adjuster role is responsible for the damage and coverage analysis of property claims, which includes the ability to negotiate and complete settlements fairly with all parties.

JOB DUTIES

- Provides PROPERTY claims service via internal channels (phone/fax/email/mail/) to members and third party customers.
- Provides prompt, courteous and fair claim service on homeowner property claims with a sense of urgency and attention to detail.
- Adjusts low to moderately complex property claims. Severity of claims includes personal property claims involving low to moderate dollar value, structure claims involving low dollar and severity, and writing UPP estimates.
- Acquires and applies basic knowledge of P&C insurance industry products, services and processes including P&C insurance policy contracts and coverages and the Maison claim handling process and procedures.
- Seeks guidance from team members to resolve issues and identify appropriate issues for escalation.
- Partners with and/or directs vendors and internal business partners to facilitate claims resolution.
- Contributes to business goals, performance metrics and effectively uses tools and technology.
- Supports workload surges and/or Catastrophe operations as needed to include working significant overtime during designated CAT's.
- Has outstanding oral and written communication skills and is very detail oriented.
- Computer literate in a Windows operating environment.
- Ability to work in phone intensive environment using a headset.
- This position requires an Insurance Adjuster's license for Louisiana, Texas and Florida.

Preferred

- Proficient in Microsoft Office tools.
- Ability to work flexible hours.
- 2-10 years of Property Claims handling experience.
- Knowledge of Xactimate.
- Experience working in an inbound phone-intensive/call center environment.
- Experience with claims contracts and interpretation of case law.
- Currently working toward or has already completed AIC or CPCU insurance courses.
- Currently possess an Adjusters License.
- Bi-lingual in Spanish and English
- Bachelor's Degree

The above description reflects the details considered necessary to describe the principal functions of the job and should not be construed as a detailed description of all the work requirements that may be performed in the job.

Relocation assistance is **not available** for this position.