

# CAREER PATHWAY: CLAIMS REPRESENTATIVE



**What do they do?** Obtain information from insured or designated persons for purpose of settling claim with insurance carrier. Process applications for, changes to, reinstatement of, and cancellation of insurance policies.

**People with these roles and responsibilities are also called:** Claims Service Representative, Claims Technician, Claims Examiner, Claims Processor, Insurance Specialist, Claims Adjudicator, Claims Adjuster, Administrative Underwriter, Claims Clerk, Account Administrator, Agency Service Representative, Processing Clerk,

Field Secretary, Customer Service Technician, Insurance Analyst, Premium Representative

## Some typical job duties include:

- Interview clients and take their calls to provide customer service and obtain information on claims.
- Process, prepare, and submit business or government forms, such as submitting applications for coverage to insurance carriers.
- Process and record new insurance policies and claims.



## HOW MUCH DO THESE JOBS PAY IN OHIO?

**AVERAGE:**  
**\$37,670**

## MOST IMPORTANT OCCUPATIONAL SKILLS

**Basic Skills:** Reading Comprehension, Active Listening, Speaking

**Social Skills:** Social Perceptiveness, Coordination, Service Orientation

**Problem Solving Skills:** Complex Problem Solving

**Technical Skills:** Programming, Quality Control Analysis

**System Skills:** Judgment and Decision Making, Systems Analysis, Systems Evaluation

**Resource Management Skills:** Time Management, Management of Personnel Resources, Management of Financial Resources

## CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS

Associate (\$20,000–\$35,000)

**Claims Clerk Trainee,  
Claims Representative/Clerk**

**REQUIRED FOR ENTRY:**

High School Diploma/GED,  
Short-term OTJ training

Specialist (\$30,000–\$75,000)

**Claims Adjuster Investigator, Senior  
Adjuster, Customer Service Supervisor**

**REQUIRED FOR ADVANCEMENT:**

Associate's Degree in General Business,  
Related Work Experience

Managerial (\$50,000-100,000)

**Claims Supervisor,  
Claims Manager**

**REQUIRED FOR ADVANCEMENT:**

Bachelor's Degree,  
Related Work Experience

### CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

**Accredited Customer Service Representative**  
*Independent Insurance Agents of America*

### Certified Insurance Service Representative

*The National Alliance for Insurance  
Education and Research*

### Associate in Customer Service

*Life Office Management  
Association*

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