

JOB POSTING

Job Title: Auto Damage Claims Adjuster

Salary: 60-64k

Job Closing Date (mm/dd/yy): 06/15/19

Company Name: Progressive Insurance

Address: 6055 Parkland Blvd

City/State: Mayfield Heights/OH

Phone Number: 712-212-9970

Web Address: <https://www.progressive.com/careers/>

Contact Email: caycock1@progressive.com

Job Description:

Claims Adjuster - Auto Damage

As an auto damage claims adjuster, you'll have a key role on our claims team. You will be responsible for managing, coordinating, and making critical decisions regarding the repair process for our customers. Serving as the Company's representative with our customers, you'll also work closely with body shops and others to negotiate repair pricing and assess liability. This role will also provide the opportunity to rely on your leadership and conflict management skills as you direct the repair process from beginning to end.

If you're a critical thinker with strong attention to detail and a passion for customer service, you'll feel right at home at Progressive. Bring your expertise in decision making, managing and negotiation to Progressive, and you'll benefit from a collaborative, supportive team.

Duties and Responsibilities:

- * Identify and assess related and unrelated (prior) auto damage and set clear expectations on timeline for repairs and outcome
- * Inspect vehicles and write estimates, documenting claim related information and making decisions consistent with claims standards and local laws
- * Complete timely estimates, documenting updates
- * Make total loss determinations and establishes total loss evaluations
- * Develop strong relationships with body shop owners, managers and technicians
- * Stay connected with customers, providing timely updates on repair process
- * Evaluate and handle payments of claims and resolution of claims without payments
- * Review and determine validity of any supplement requests

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Qualifications:

- * Bachelor's degree or a combined total of five years of work experience and/or college education
- * One year in the automotive repair/appraisal or insurance industry
- * Work or educational experience must include:
 - o Making decisions
 - o Solving problems
 - o Planning, prioritizing and organizing
 - o Effectively communicating verbally and in writing
 - o Customer service
- * Valid driver's license and auto insurance
- * Previous experience in the following is strongly preferred, but not required:
 - o Experience in the auto insurance industry
 - o Understanding coverage and liability

Benefits and Perks:

As one of the largest insurance companies in the country, Progressive offers the confidence and stability that comes with working for a growing, always evolving organization. Progressive employees also benefit from:

- * Annual gainshare bonus of up to 16% of your salary; Progressive rewards each of us with an annual bonus based on company performance
- * Ability to work independently and manage inventory while adjusting claims
- * Structured support system that encourages continued career development
- * Paid training and tuition assistance
- * Inclusive, friendly culture with Employee Resource Groups
- * Dedication to work/life balance including beginning to earn paid time off after your first two weeks
- * Wellness program with discounts & rewards and the standard benefits (medical, dental, vision, 401k)

Apply today!

Equal Opportunity Employer