



Job Description

Quality Control Specialist

Position Summary:

This position is responsible for supporting Quality Control for the Claims Operations team by auditing the claims processes including coverage analysis, investigation, valuation, reserving, and accurate disposition of claims. This position is also responsible for assisting in business process improvement and preparing proactive claims solutions that maximize efficiencies.

Responsibilities:

- Provide high level client relations services, identifying the needs of the insured and providing resolution to issues at all levels.
- Main point of contact for escalated communication.
- Provide quick and effective resolution to escalated issues.
- Assist the Claims Quality Assurance Program in developing and implementing quality improvement strategies.
- Conduct claim file audit reviews.
- Provide feedback on claim quality audit results and make recommendations for improvements.
- Review reports for phone usage, claims activity and create analytics to determine trend and make recommendations for improvements.
- Create, present and perform calibration Quality Control training sessions and assist Claims employees to increase knowledge and skills necessary to achieve improved results.
- Identify new technology and other resources, to achieve greater efficiency and improved results.
- Assist the Claims management team to assess the need for, and create specific Quality Control training for staff, adjusters and vendors within the claims department.

Knowledge and Skills:

- Exceptional interpersonal communication skills and customer support experience required.
- High level of patience required.
- Intermediate proficiency in Microsoft Office Word, Access, Excel, Outlook, and Internet navigation.
- Ability to understand the changing nature of customer needs and be able to balance that with the claims handling process.
- Detail oriented.
- Ability to balance multiple responsibilities over multiple claims departments and gather relevant data from both management and adjusters to address and resolve complaint issues.
- Ability to manage time and prioritize.
- Knowledge of Quality Assurance and training principles.
- Ability to plan, prioritize workload, organize and coordinate multiple tasks and projects.
- Ability to use problem-solving and analytical techniques.

Experience and Education:

- Some college preferred.
- Must possess a valid, active and appropriate Florida adjuster license.
- Minimum of 5 years of insurance claims adjusting experience; across multiple lines.
- Experience with file audits.

Physical requirements:

This position requires the ability to sit or stand for long periods of time, hear and converse over the telephone, and to key frequently on a computer.