



Claim Support Intern

Job Summary

The Claim Support Intern supports the Claims Department through a variety of tasks using strong clerical skills. Interns must be able to cope with rapidly changing processes and procedures during high-stress catastrophes.

Skills and Abilities

- Effective written and verbal communication skills.
- Excellent time management, organizational, and critical thinking skills
- Superb attention to detail to ensure accuracy while meeting time-sensitive deadlines
- Strong ability to prepare and present accurate, reliable, and factual reports with recommendations to appropriate parties
- Ability to be flexible in a fast-paced environment as well as understand and follow oral and/or written policies, procedures, and instructions
- Discretion when handling confidential information
- Exhibit a comfort level working with key people at all levels within an organization.

Work Activities

- Communicating with W-2 Adjusters, or CNC Interoffice Employees.
- Providing information to CNC Adjusters and CNC Interoffice Employees by telephone, in written form, e-mail, or in person.
- Documenting & Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic form following procedures in the CNC Claims Procedure Manual.
- Developing constructive and cooperative working relationships with CNC adjusters and maintaining them over time.
- Observing, receiving, and otherwise obtaining information from all relevant sources and maintaining information in written or electronic form in the CNC Claimsource™ database, and Carrier systems.
- Developing specific goals and plans to prioritize, organize, and accomplish your work in an efficient manner.

Physical Demands

- Sedentary Work - that primarily involves standing or sitting for prolonged periods.
- Repetitive Work – extensive keyboarding that requires repeating motions that may include the wrists, hands and/or fingers.
- Visual Acuity – needed to perform an activity such as: preparing and analyzing data; transcribing; viewing a computer terminal; extensive reading.



Job Description Acknowledgement

I have read this job description (or had it read to me) and I completely understand all my job duties and responsibilities. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that duties may change on a temporary or regular basis according to the needs of the Company without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my Supervisor or the Manager.

Employee's Printed Name: _____

Employee's Signature: _____

Date: _____