

Lawley

INSURANCE | EMPLOYEE BENEFITS

Workers' Compensation Claims Advocate

These are the *fundamental* components of the job:

- Act as a liaison between the agency, carriers and clients maintaining effective working relationships
- First point of contact for new claims, extending full courtesy and assistance to clients on new claims and throughout the claims process with minimal supervision
- Address inquiries from clients promptly and efficiently
- Conduct claim reviews and follow up on open claim diaries to ensure proper claims handling and reserving
- Perform experience mod analysis after receiving proper training
- Participate in team presentations to current and potential clients
- Position will assist in training and mentoring other associates

Other *functions* of the job:

- Serves as a backup for claims reporting
- Expand and grow in your role when supporting miscellaneous duties as requested

Skills / traits that we value for this role:

- Minimum of five (5) years' experience as a NYS workers' compensation lost time adjuster. Experience handling CT, PA, and NJ workers' compensation lost time claims is a plus
- Adjuster license preferred (NY and other states)
- Property/Casualty license and/or claims-related designation preferred
- Bachelor's degree preferred
- Relevant knowledge of commercial Insurance claims adjustment and evaluation process
- Microsoft Office Suite (Word, Excel, Outlook) proficiency
- Exceptional client service and follow-up skills and the demonstrated ability to build internal and external relationships
- Incredible attention to detail and organizational skills
- Ability to work well independently and on a team
- Positive attitude, even in a fast-paced environment
- A passion to make customers and coworkers feel important and valued
- Capability to work quickly and efficiently
- Methodical, yet swift decision-making skills
- Precise verbal and written communication skills, even under time constraints



Lawley provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to age, race, creed, color, religion, sex, sexual orientation, national origin, citizenship, immigration status, gender identity or expression, military status, familial status, marital status, disability or genetics.

A bit about Lawley!

- Minimal claimant contact in this role
- We are not a call center environment
- We achieve success by building genuine relationships together, with our teams and clients
- We are a family owned insurance broker (nearly 70 years!)
- We are deeply committed to the communities we serve and love to get involved
- We work hard and play hard!!!

Why Lawley?

- Competitive salary and referral bonuses!
- Outstanding Benefits (Medical, Dental, Vision)
- Additional voluntary benefits including critical illness, accident insurance, hospital indemnity, supplemental life insurance, legal and identity protection and pet wellness
- 3 weeks of PTO (prorated based on start date) AND a generous holiday schedule – available 1st day!
- Company 401K contribution received starting Day 1 (for participants 21+ years old)
- Educational support, career development, and growth opportunities!
- Job Security (we've never had a lay-off, even during the pandemic)
- Flexibility, including hybrid schedules! Business hours 8am-4:30pm
- Comfortable, family-oriented culture, with an emphasis on work life balance
- Unlimited Volunteer Time Off opportunities (so you can assist in serving our communities)
- Fulfilling opportunities that align with your career path and our business needs

The compensation range for this position takes many factors into consideration including but not limited to: years of experience/training, skill set, and licenses/designations. It is not typical for an individual to be hired near the top of the range for a position as circumstances and location can vary in every hiring situation. A reasonable estimate of the current range is \$56,750 to \$101,279.75.

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