

CLAIMS SPECIALIST

OVD is seeking a dynamic, experienced Claims Specialist to join our team. Claims Specialists are often the first point of contact our clients make following a reportable incident initiating the claims reporting/processing with various carriers. Our specialists work alongside Account Managers, Producers, and Risk Consultants to stay up-to-date on agency-wide claims and supporting business development activities while upholding OVD's tradition of excellent service standards.

Responsibilities of this career opportunity include, but are not limited to:

- Timely report first notice of loss to carriers for all P&C coverage lines
- Maintain documentation/notes of claim activities within the agency management system
- Review policy coverages, interpret policy language, guide insureds, adjusters, and OVD staff
- Provide consistent follow-up for significant losses
- Prepare open claim reports for appropriate commercial clients
- Review carrier loss runs, claim notes, and adjuster information to ensure the best outcome for our clients
- Communicate both written and verbally with insureds, adjusters, and internal OVD staff to provide resolution and updates on claims
- Review/track incoming correspondence, downloads, and faxes
- Other duties may be assigned to meet business needs

Successful candidates must possess:

- Associate's degree or higher in Business, Accounting, or a related field preferred
- Minimum of 1-year experience with commercial, and workers' compensation related claims
- Clear and effective communication and interpersonal skills
- In-depth knowledge of laws and understanding of guidelines and regulations relevant to insurance claims preferred
- Excellent computer skills, including the ability to navigate multiple systems at a time
- Strong critical thinking, problem-solving and decision-making
- Passion for customer service



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What OVD has to Offer:

- An opportunity to make an impact on our rapidly growing organization as an integral member of our hard-working, motivated, competitive OVD family
- We offer an exceptional compensation and benefits package
- Recognition, reward, and career growth potential
- We are passionate about insurance and customer service, we hustle, continuously raise the bar, hold each other to the highest standard, and love to have fun

If you are ambitious, eager to roll up your sleeves and get things done, we would love to talk to you!

OVD Insurance is an equal opportunity employer and will consider all candidates for employment without regard to race, color, religion, sex, national origin, age, sexual orientation, gender identity, disability status, protected veteran status, or any other characteristic protected by law.

Grand Rapids | Raleigh | Pittsburgh

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