

Claims Adjuster

Attn: Service Writers and Auto Mechanics

The successful candidate will review claims and either approve or deny each in accordance with the customer's contract. The individual in this role will determine the validity of each claim, analyze the method of suggested repair offered by the repair facility, and, if approved, authorize a specific amount to be paid for the repair. Other key responsibilities include:

- Effectively communicating with all business partners and consumers regarding claim approval or denial
- Reviewing each assigned claim in a timely and accurate manner
- Documenting all aspects of claim review in accordance with company procedures
- Communicating and documenting decisions on claims in accordance with company procedures
- Assisting co-workers in regard to clarification of contract coverage, parts, etc.

Qualifications:

- High School Diploma or GED required; some college preferred
- ASE Certified a plus
- Automotive experience as a Mechanic or Service Advisor required
- Familiarity with "Flat Rate Manuals" and auto parts
- Customer service oriented with a professional demeanor
- Excellent written and verbal communication skills
- Strong listening/comprehensive and interpersonal skills
- Strong computer and math skills
- Ability to work independently and multi-task
- Highly adaptable with a positive, professional attitude

To respond to this opportunity, please contact us at:

Contact us today by fax or e-mail!

Fax: 781-261-2522 Attn: HR

or email: careers@royaladmin.com

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