



**POSITION AVAILABLE IN POUGHKEEPSIE, NY
(SPECIALTY RISKS DIVISION)
CLAIMS CSR**

Position Title: Claims CSR

Reports to: Manager of Operations & Insurance Services & Claim Manager

Primary Function:

Claims customer service

Major Responsibilities:

- Provide excellent service to our clients by promptly responding to their inquiries and addressing their individual needs for the products and services that our agency provides.
- Request loss runs and update claim files.
- Timely follow up on company and client tasks to ensure prompt and proper handling.
- Prepare claims reports for reviews with Sales Executive and/or client.
- Process claims, intake claims and report to all applicable carriers.
- Document in the computer all conversations with clients and/or carriers pertaining to claims.
- Build and maintain a favorable and professional work relationship with other staff members.
- Communicate with Supervisor/Manager any issues to ensure excellent customer service.
- Adhere to workflow procedures and follow guidelines to reduce the risk of E&O claims.
- Promptly report all E&O claims or potential E&O claims.
- Maintain confidentiality in all aspects of client and agency information.
- Perform other duties and projects as assigned.

Qualifications:

- 3-5 years claims experience desired
- Current NYS Brokers License
- Good attitude, communication & organizational skills required
- Experience and knowledge of Microsoft Office

Please submit your qualified resume to:

**Marshall & Sterling Inc.
HR Department
110 Main Street
Poughkeepsie, NY 12601**

or Email: hrdept@marshallsterling.com