

## **Company Overview**

Our mission is to consistently provide a best-in-class customer experience that gives Jupiter a competitive advantage. We define Jupiter's customer service experience by being knowledgeable about our product, the spirit we convey, the positive energy we bring to our work, and by providing quality service and efficiency combined with effective listening and communication skills.

Jupiter is a retailer, servicer and underwriter of non-standard personal automobile insurance operating throughout the Southeast and Midwest. We have extensive program experience in the states of Alabama, Arkansas, Georgia, Kentucky, Indiana, Mississippi, North Carolina, Ohio, Oklahoma, South Carolina, Tennessee and Virginia. Our auto programs combine traditional conservative pricing and underwriting values with the latest technology. We have enhanced our policy system to serve our agents and insureds and to be open and informative to fully service our customers.

## **Position Summary**

As part of the Jupiter Managing General Agency Team you will serve as a direct point of contact to our insureds by being the voice guiding them through their policy coverage, liabilities, accident procedures and settlements. In this fast-paced, paperless environment, you will work closely with independent agents, insured, claimants, attorneys, and paralegals as you settle personal automobile liability claims.

## **Benefits**

Medical insurance (with Jupiter contributing 50% of employee premium)  
Voluntary Dental and Vision insurance  
Life Insurance Policy for employee with monthly premium paid by Jupiter  
Paid Holidays  
Paid PTO after accrual  
Paid continuing education to secure and maintain Adjuster License  
Monthly parking allotment

## **Work Schedule**

Monday – Friday      8 am - 5 pm

## **Claim Adjuster Responsibilities**

- Evaluate and investigate policy coverage, liability and damages in a timely manner following a set of general claim and statutory guidelines
- Assist internal and external customers with problems or questions regarding claims by phone or through written correspondence while providing a superior level of customer service
- Establish initial reserves for all potential exposures and adjust as appropriate throughout the claim
- Investigate and evaluate claims using a lowest ultimate cost strategy
- Establish and maintain appropriate diary of open claims following company guidelines
- Conduct thorough investigations which can include obtaining necessary documents and forms from claimants and insureds, as well as conduct recorded statements
- Ensure timely completion of appraisals and determine accident related damages.
- Negotiate timely and appropriate settlements with claimants, insureds and attorneys, and issue appropriate payments
- Receive and process correspondence related to assigned claims
- Recognize recovery opportunities with regards to subrogation and salvage
- Other duties as assigned

## **Qualifications**

- Licensed Adjuster
- Professional with excellent customer service and interpersonal skills
- Excellent written and verbal communication skills
- Possess general knowledge of office equipment (Computer, phone and fax)
- Ability to multi task in a fast-paced environment and adapt to changing priorities
- Detail oriented