

Job Summary Liability Adjuster

The timely and professional adjustment of third party General Liability and Auto Liability claims.

Required Duties/Tasks

- **Be able to perform all duties as outlined in the Property Damage Adjuster Job Description**
- Daily review of workflow and claim system reminders with follow up and significant progress toward completion of any task set as a reminder, or received within 72 hours
- Review of new claims assignments within 24 hours of assignment/Completion of the Plan of Action
- Contact with the insured/claimant within 24 hours of assignment.
- Assign appraisers or coordinate the receipt of estimates of damage according to guidelines.
- Determine if estimates or appraisals are appropriate based upon reported damages and other evidence.
- Gather evidence of damages
- Interview or obtain recorded statements from any witness
- Interview or obtain recorded statements from the claimant
- Interview or obtain recorded statements from the Insured
- Request payment authorization according
- Follow guidelines for any claim denial
- Obtain internal investigation reports from the insured when permitted
- Professional and timely communication with the client
- Determine degree of Attorney involvement, if any
- Always act with the utmost good faith in handling of the claim from beginning to closure
- Set reminders within the claim system for necessary follow up in an appropriate time frame
- Accurately record any communication, or activity relevant to the claim; in the claim system notes
- Meet the requirements of Continuing Education as required for licensure as an adjuster
- Assist others as called upon by the Claims Supervisor/Manager
- Report to the Excess carrier on any claim that meets the requirements to do so. This includes status reports.
- Immediately notify your supervisor of any Summons and Complaint received, identify assigned defense counsel, communicate and cooperate with defense counsel
- Obtain status reports from defense counsel at 90 day intervals
- Read and Understand the Excess Carrier Insurance Policy
- Run ISO Claim search on injured claimants
- Determine the injury status of all persons involved in a crash investigation
- Interact with insurance adjusters from other companies obtaining information needed to process your claim
- Respond to Reservation of Rights letters from the Excess Carrier if necessary
- Working knowledge of No Fault/PIP law
- Enter necessary information into the claim system to insure mandatory reporting to Medicare

- Check for the claimant's compliance with F.S. 627.428 Sovereign Immunity
- Recommend/assign field adjuster as necessary
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C. MATERIALS AND EQUIPMENT UTILIZED:

Computer, Adding Machine, Reference Books-Periodicals

BASIC SKILLS AND KNOWLEDGE REQUIRED:

Excellent knowledge of Tort Law, bad faith, procedures and case law, as well as Principles of liability, and medical terminology

Good organizational skills.

Strong communication skills; verbal and written

Johns Eastern Company is an independent adjusting firm and Third Party Administrator with over 65 years of experience in providing quality claims service to the insurance industry. Our offices are located in Florida, North Carolina, Maryland, Virginia and Pennsylvania. The claims adjusted by our firm include automobile, general liability, property, professional liability and workers' compensation.

Johns Eastern Company provides an employment package that includes a competitive salary, 401k plan, a flexible benefits program, dental, vision and major medical coverage.

Johns Eastern Company is a drug-free workplace.