



**Job Title: Claims Assistant**

Department: Claims

Reports To: Clerical Supervisor

Status: Non-Exempt

**Summary:** The Claims Assistant candidate provides support for the Claims Adjusters. The desired candidate will be competent in multi-tasking and flexible in performing various duties.

**Responsibilities:**

- Creation and issuance of acknowledgement letters as instructed
- Requesting MVR's
- Updating system with police report information
- Completing ISO reports
- Auditing appraisal invoice lists
- Folding letters
- Following up for W-9's from Body Shops
- Ordering coverage documents
- Reassigning claims
- Moving vehicle from storage facilities
- Sending litigation files to attorneys
- Creation and issuance of various letters on occasion as instructed
- Other miscellaneous tasks as assigned by management

**Required Skills and Experience:**

- Working knowledge of Microsoft Office - Word, Excel
- Ability to type minimum of 30 wpm
- Excellent verbal and written communication skills
- Strong organizational and analytical skills
- Professionalism, detailed oriented and be able to work with little supervision while interfacing effectively and harmoniously with all staff levels

**Education Requirements:**

- High School Diploma or equivalent required

**About Us:**

Western General Insurance Company has a long-standing reputation as a leader in the non-standard automobile insurance industry serving CA for 46 years. In addition to CA, we currently do business in 3 other states and continually strive to expand the growth of our company. We are a service-oriented company where we believe "Great Service is our standard, not the exception". We offer competitive salaries based on knowledge and experience. Our excellent benefits allow you to qualify for your choice of medical plan, as well as dental, vision and life insurance plans, within your first three months of service, save for your future with our 401(k) and Profit Sharing plans, balance your life with generous paid time off, and enjoy casual dress every day. Employees also receive discounts for shopping, entertainment, dining, and more through WG Perks. Our open-door policy, casual dress code, great benefits and our commitment to demonstrating our appreciation to our employees makes Western General a great place to work. We are an equal opportunity employer.