

Claims Analyst

We are looking for a Claims Analyst for our Toledo, OH location. The Claims Analyst is responsible for investigating, disputing, monitoring and validating all damage claims to ensure that claims are properly accepted, denied and/or paid within each manufacturer's allowed time frame. This position is responsible for entering claims into the internal claims database and submits claims to the accounting department for payment. The analyst will ensure that company drivers, sub-haulers and owner operators are informed of damage claims and work with these individuals on any disputes. Successful candidate should be a well-rounded individual with the ability to complete many tasks including, but not limited to:

Principle Duties and Responsibilities:

1. Monitors manufacturer websites for new claims and processes these claims as needed
2. Reviews and investigates the validity of all claims in order to accept, deny or dispute the claim within the manufacturer's time frame
3. Reviews and responds to claims emails including any dealer requests for documents
4. Works with the Terminal Managers and Safety Quality Control Supervisors (SQCS) to notify them of their drivers' damages and assists in investigating claims
5. Enters claims into the internal claims database as needed and monitors claims entered by the SQCS
6. Notify sub-haulers and owner operators of claims; ensure invoices are sent to the accounting department for deductions; follows up with sub-haulers and owner operators to confirm payment of claim
7. Notify company drivers of damage claims (via email & phone)
8. Properly submit claims to accounting department for payments
9. Provide customer service through continuous interaction and communications with manufacturers and dealerships

Knowledge, Skills, Abilities and Qualifications Required:

1. Ability to communicate accurately and professionally with others
2. Ability to organize & prioritize projects
3. Keyboard skills and knowledge of office machines – fax, printer, copier, etc
4. Must have good working knowledge of Microsoft Office (Word, Excel, Outlook)
5. Ability to research, understand and process information easily
6. Accuracy and follow-through are extremely important
7. Be flexible, able to work with little supervision, be a self-starter yet able to work on a team, and take pride in completing assignments achieving a positive outcome for the customer
8. Be of excellent moral character, trustworthy and reliable
9. Demonstrates ability to deal with customers
10. Requires signed Confidentiality Agreement

Education and Experience:

1. High school diploma or equivalent
2. Minimum of 2 years administrative experience in related work experience (preferably in the transportation industry)

Equal Opportunity Employer
Drug free workplace

Please send resume to:

Moore Transport
Attn: Human Resources
5966 Heritage Ct.
Toledo, OH 43612
OR
Email: humanresources@mooretransport.com

No phone calls please.