



JOB POSTING: Claims Representative, Auto Claims Drive Your Career Forward!

Ready to Navigate Auto Claims and Support Our Customers? Join the NLC Insurance Team!

Are you a proactive, empathetic individual with 0-3 years of experience, looking to accelerate your career in the auto insurance claims field? NLC Insurance Companies is searching for a dedicated **Claims Representative** to join our dynamic **Auto Claims Unit** in Norwich, CT. This is an excellent opportunity to become an expert in auto claim investigations and provide crucial support to our policyholders during challenging times.

About NLC Insurance:

For nearly two centuries, NLC Insurance Companies has been a trusted partner for our customers, offering reliable protection and guidance. We are more than an insurance company; we are a dedicated team committed to excellence and compassionate service. At NLC, we cultivate a collaborative environment that champions employee development and provides a clear path for career growth, especially for those starting or advancing in the insurance sector.

Your Role:

As an Auto Claims Representative, you will be instrumental in managing first-party and potentially third-party auto claims from the initial report through to resolution. You will be a primary contact for our insureds and claimants, guiding them through the auto claims process with clarity, professionalism, and care. This role operates with hybrid flexibility from our Norwich office.

What You'll Do:

- Investigate, evaluate, and negotiate auto claims, including physical damage and potentially minor bodily injury claims, ensuring fairness and efficiency.
- Communicate clearly and empathetically with policyholders, claimants, repair shops, and other parties involved, explaining coverage, process, and settlement details.
- Analyze claim documentation, such as police reports, photos, witness statements, and repair estimates, to determine liability and assess damages.
- Maintain accurate and thorough records of all claim activity in our systems.
- Work collaboratively with team members and other departments to ensure a seamless claims experience.



What We're Looking For:

- 0-3 years of relevant experience (experience in auto claims, auto damage appraisal, or customer service in the insurance industry is a plus).
- A bachelor's degree is preferred, or equivalent work experience.
- Exceptional communication (verbal and written), interpersonal, and customer service skills.
- Strong analytical, problem-solving, and decision-making abilities.
- Meticulous attention to detail and excellent organizational skills.
- An eagerness to learn, adapt, and contribute to a fast-paced environment.
- Ability to work effectively both independently and as part of a supportive team.

Why Join NLC Insurance?

- **Career Advancement:** Structured opportunities for growth and development within a stable and reputable company.
- **Expert Mentorship:** Learn from experienced auto claims professionals in a supportive and collaborative setting.
- **Make a Difference:** Provide essential support to individuals involved in auto accidents, helping them navigate the claims process and recover.
- **Team-Oriented Culture:** Be part of a company that values your contributions, fosters teamwork, and encourages continuous improvement.
- **Comprehensive Benefits:** We offer a competitive salary and benefits package including 401(k) with matching, dental, health, life, and vision insurance, flexible spending account, and paid time off.
- **Hybrid Work Model:** Enjoy the flexibility of working both remotely and in our Norwich office.

Ready to Apply?

If you are passionate about helping people and are ready for a challenging and rewarding role in auto claims, we encourage you to apply!

Please submit your application to: employment@nlcinsurance.com

Application Deadline: Open Until Filled

Location:

Norwich, CT 06360 (Hybrid work, must be able to commute to Norwich, CT)

NLC Insurance is an Equal Opportunity Employer