JOB POSTING: Claims Representative, Inside Property Claims
Take Your Career to New Heights!

Ready to Investigate, Innovate, and Settle Property Claims? Join Our NLC Insurance Team!

Are you a detail-oriented and empathetic individual with 2-5 years of experience, eager to build a rewarding career in property claims? NLC Insurance Companies is seeking a motivated **Claims Representative** for our **Inside Property Claims Unit**. This is a unique opportunity to not only master the art of property claim investigation but also to potentially become a licensed drone pilot, using cutting-edge technology to assist with inspections!

About NLC Insurance:

For nearly 200 years, NLC Insurance Companies has been a steadfast protector for our customers, guiding them through life's various stages. We are more than just an insurance provider; we are a dedicated team committed to being there when our customers need us most. At NLC, we foster a collaborative culture that champions employee growth, especially for those embarking on or advancing their careers in the insurance industry.

Your Role:

As an Inside Property Claims Representative, you will be at the heart of our operations, managing first-party property claims from initial report to final settlement. You'll be a key point of contact for our insureds, guiding them through the claims process with professionalism and care, all while working from our Norwich office with hybrid flexibility. And for those interested, you'll have the chance to elevate your skills by learning to pilot drones for claim inspections!

What You'll Do:

- Investigate, evaluate, and negotiate first-party property claims (e.g., homeowners, dwelling fire) efficiently and fairly.
- Communicate clearly and empathetically with policyholders, explaining coverage, process, and settlement details.
- Analyze claim documentation, including photos, estimates, and reports, to determine coverage and assess damages.
- Maintain meticulous records of all claim activity in our systems.
- **Opportunity to obtain your FAA Part 107 drone pilot license (company-sponsored!) and utilize drone technology for property inspections.**

What We're Looking For:

- 2-5 years of relevant experience (experience in property claims or customer service 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 embrace new technologies (like drones!).
- Ability to work effectively both independently and as part of a supportive team.

Why Join NLC Insurance?

- **Innovative Skill Development:** Unique opportunity to become a licensed drone pilot, adding a high-demand skill to your resume.
- **Growth & Mentorship:** Learn from experienced professionals in a supportive environment dedicated to your career progression.
- **Meaningful Impact:** Help individuals and families recover from property losses, making a real difference in their lives.
- **Collaborative Culture:** Be part of a team that values your contributions and encourages new ideas.
- **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're excited by the prospect of a dynamic role in property claims with the chance to fly high, we want to hear from you!

Please submit your application to: employment@nlcinsurance.com
Application Deadline: Open Until Filled

Location:

Norwich, CT 06360 or Hingham, MA 02043
NLC Insurance is an Equal Opportunity Employer