



CALIFORNIA STATE UNIVERSITY, STANISLAUS

CAREER SERVICES, ADVISING RESOURCE CENTER

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Position Type Internship Part-Time Full-Time Summer

Position Title Claim Operations Specialist

Company Name The Travelers Companies, Inc.

Application Period 3.9.2012 **Start Date** TBD **No. of Openings** TBD

Days/Hours 8-5 **Wage/Salary** unspecified **Location** CA

Job Description

Please see job description attached in e-mail.

Qualifications

Please see job description attached in e-mail.

How to Apply

Email: PASTEPHE@travelers.com

Contact Person P. Astephe

Mailing Address _____

City _____ **State** CA **Zip** _____

Telephone _____ **FAX** _____

Email PASTEPHE@travelers.com **Website** www.travelers.com/careers

Interview facilities, job listing, or other services are not made available to employers who unlawfully discriminate in the selection of employees on the basis of race, color, sex, sexual orientation, religion, national origin, ancestry, marital status, pregnancy, age, disability, veteran status, or any other basis prohibited by applicable law.

Claim Professional Trainee

Are you customer focused? Are you investigative in nature? Do you like to help people? Do you want to go home at the end of the day knowing you've helped make a difference in the life of someone else? As a Travelers Claim Professional, you have the opportunity to make a career out of helping our customers when they need us the most.

Whenever Travelers' policyholders incur a loss involving their home, auto, business or personal property, they rely on one of our highly-trained Claim professionals to help them get their life or business back together. Claim professionals encounter issues involving auto, property, liability, workers' compensation and subrogation losses of all types on a daily basis. *Our work is both challenging and rewarding!*

Claim Business Units

Claim is comprised of four major lines of business, plus Subrogation. Candidates are hired into one of these five business units to begin their claim professional careers.

Auto

Auto claim professionals manage vehicle damage and liability claims, including total loss claims.

Property

Property claim professionals manage dwelling and commercial business property damage claims.

Workers' Compensation

Workers' Compensation professionals manage claims arising out of employment, including wage loss and medical treatments.

General Liability

General Liability professionals manage a wide variety of liability claims, including slip and falls, dog bites and product claims.

Subrogation

Subrogation claim professionals manage recovery efforts for auto, property and workers compensation claim payments

Training and Development

Participants will undergo a structured training program, which consists of formal training, online courses and on-the-job training, depending upon the business unit. Participants may take coursework at Claim University, a state of the art facility in Windsor, CT featuring a property and auto lab. *In states where an adjuster's license is required, participants will be sent to licensing class within their city.*

As developing Claim professionals, participants will learn effective strategies for investigating, negotiating and resolving claims thoroughly, accurately and efficiently. Understanding what happened, estimating damage, determining what coverages apply and helping our customer through the process are fundamental to this role. Because we offer a wide variety of insurance products to both individuals and Fortune 500 businesses, there are always opportunities for participants to learn new skills and grow throughout their career.

Requirements

- Undergraduate degree with a preferred GPA of 3.2 or greater
- Effective organizational, time management and multi-tasking skills
- Strong analytical and problem-solving skills
- Excellent decision making ability
- Effective written and verbal communication skills
- Able to work independently and in a team environment
- Legally eligible to work in the United States
- Current/valid driver's license required for some positions
- Able to travel to other locations for training as needed
- Willingness to embrace and embody our core values: integrity, discipline, accountability, teamwork, ingenuity and a customer-centric orientation

Suggested Majors

- Business
- Construction Management/Engineering
- Communications
- Liberal Arts
- Risk Management and Insurance

Locations

Positions are available in various offices across the United States.



Claim Operations Specialist

[Job I.D. #]

Full Time Opportunity

Do you enjoy working in a team environment and helping people? Do you want an opportunity to advance your career in the insurance field? Join Travelers as a Claim Operations Specialist and make a career out of helping our customers when they need us.

Whenever a Travelers' policyholder incurs a loss involving their home, auto, business or personal property, they rely on Travelers to get their life or business back together. Our Claim professionals, including our Operations Specialists, encounter issues involving auto, property, liability and workers' compensation losses on a daily basis and work as a team to resolve customer issues.

The Claim Operations Specialist position is designed to introduce you to the insurance profession, while providing you the opportunity to advance into a claim professional handling role.

As a member of the Operations Support team, you will offer critical support to our claim centers, providing front-line assistance to our customers and claim professional staff. Responsibilities within the team include telephone customer service, financial transactions, updating and managing critical business information, reviewing and assigning newly reported insurance claims, and other administrative duties and projects as assigned. Members of the team also participate in developmental activities designed to prepare them for future roles within the organization.

Participants will undergo formal training and development to cover all essential aspects of a claim department and prepare them for their current and future roles. Training includes an overview of the insurance process and Travelers' key external customers and internal departments. In addition, participants take part in coursework and on-the-job training in customer service, systems, regulatory issues, Travelers' values, and insurance concepts and best practices.

Participants also have the opportunity to demonstrate their skills in these areas and will be considered for future opportunities within the organization. In addition, each participant will be assigned a mentor within the department and participate in job shadowing opportunities to perform specific claim handling responsibilities.

[Number of Openings]

This opportunity is based in <location>. Relocation assistance is not provided.

Requirements/Qualifications

- Graduating Senior <date> or Recent grads <5 years prior>
- Four-year college degree preferred
- Effective organizational, time management and multi-tasking skills
- Strong analytical and problem-solving skills
- Excellent decision making ability
- Effective written and verbal communication skills
- Able to work independently and in a team environment

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- Able to travel to other locations for training as needed
- Willingness to embrace and embody our core values: integrity, discipline, accountability, teamwork, ingenuity and a customer-centric orientation
- U.S. Citizen and Permanent Resident

[5 year graduation range]

Application Method

On Campus Interviews: Students should apply through Career Services

Post Only Position: Application method will be spelled out on Event Request Form

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