



Benefits

At Esurance being committed to our employees is not just something we say it's something we do, which is why we've won several awards for being the best place to work. Our benefits package is designed to help our associates stay healthy, meet their long-term financial goals, as well as balance the demands of work and personal life. Esurance rewards hard work, dedication, and creativity with competitive salaries and a generous bonus system. And that's not the only way we show commitment to our employees; it's evident in our dedication to creating a diverse, positive, innovative and team-oriented work environment.

What is offered:

- Medical, Dental, Vision insurance
- Paid time off (vacation, holidays, etc.)
- Flexible spending accounts (dependent, health, and transit)
- Tuition reimbursement
- 401(k) plan with matching contribution
- Referral bonus
- Employee assistance program
- Charitable gift matching program

*****Career Day*****

Esurance

Mesa Employment Services

120 W. 1st Avenue

Mesa, AZ 85210

Friday, May 30th

9am—4pm

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Bring your resume
Potential onsite interviews
to be conducted



For more information visit:

www.esurance.com/jobs



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Positions Available!

Claims Representative

(aka Liability Adjuster)

**Non - Represented
Adjuster**

Desk Appraiser

Please visit: www.esurance.com/jobs
for additional job postings.

About Esurance

Esurance ... insurance for the modern world®

Esurance, a member of the Allstate family, offers car insurance (and more). Founded in 1999, we've grown from just a handful of employees to 16 offices nationwide — and we're still growing.

We owe our success to an innovative, pioneering approach that blends excellent customer service and all the advantages technology has to offer. With round-the-clock service, an award-winning website, and a wealth of insurance tools, our goal is to make car insurance smarter and easier from quote to claim.

Of course, we wouldn't be anywhere without talented, smart, diligent people like you on our team. If you're looking for a career that inspires, drives, challenges, and rewards, **apply today** and come grow with us.



Variety of Claims Position

As a **Desk Appraiser** you will complete repair appraisals using various computer based estimating systems to convey to body shops and customers their evaluation of estimates or damages. You will also be responsible for assessing estimates and repairs for accuracy and compliance per Esurance and industry standards.

Responsibilities of a **Desk Appraiser** include:

- Utilizing the following systems: Mitchell, Pathways/CCC and Process Claims to download, upload, review and red-line estimates
- Documenting files to include all key activities regarding estimates, repairs and evaluation summary reflecting any revisions
- Creating & reviewing estimates for minor to moderate damages with little to no assistance from management
- Reviewing and red-lining estimates handled by independent desk appraisers and non-E-Star shops for compliance per Esurance and Industry standards

As a **Non-Attorney Represented Liability Adjusters** you will focus on customer needs and closely work with the customer throughout the claims process. You will be responsible for handling first and third party bodily injury and assignment of property damage claims. In this role your priority will be to reach a resolution without attorney involvement.

Additional requirements:

- Bachelor's degree in Business Administration, a related field, and/or equivalent education
- 3—5 years of auto claims adjusting experience
- Demonstrated knowledge of medical treatments and understanding of the relationship between vehicle impact and claimed injuries
- Demonstrated knowledge in receiving and negotiating liens with healthcare providers and worker's compensation carriers for first and third party injury claims
- Knowledge of MS Office products and claims related software applications

Claims Representative

As an **Auto Claims Representative (aka Liability Adjuster)**, you will provide prompt service for first and third party customers while exercising analytical abilities to determine liability and exposures needed for appropriate handling.

Responsibilities of the **Auto Claims Representative** include:

- Obtain and analyzing facts of loss
- Sending necessary correspondence as it relates to the claim and department of insurance regulations
- Monitoring and updating customers at various stages of the claims and repair process to ensure expeditious service
- Using Esurance system to properly document files and process claims
- Identifying and transferring total loss features to the Total Loss Unit for settlement handling
- Identifying referrals, completing proper summaries and forwarding files to subrogation for collection in a timely manner.

Successful **Auto Claims Representative** are detail-oriented, work well under deadlines in a changing environment, and perform multiple tasks effectively and concurrently. Strong organization, analytical, and problem solving skills are also essential.

Additional requirements:

- Bachelor's degree in Business Administration, a related field, and/or equivalent education
- 2—4 years of claims or strong call center customer service experience
- Demonstrated ability to manage relationships with both internal and external customer
- Demonstrated ability to work effectively independently and within a collaborative team oriented environment using sound judgment in decision-making
- Excellent customer service and solid negotiation skills