

## Claims Advisor

At Vizance, we are always moving forward, with an attitude of true partnership among our fellow associates, our clients, our insurance company partners and our communities.

“Vizance” is a unique name that we created. It means “*moving forward*” and is pronounced VIZE-ense (combination of Vision and Guidance). The name embodies our vision: To be the leader in associate loyalty and client relationships.

### WHY JOIN VIZANCE?

Vizance has over 170 associates in 13 locations throughout Wisconsin, and is among the top 1% of all insurance agencies in the United States, based on agency revenue. We have earned several awards, including Top Workplaces, Best Places to Work, Future 50, and Fastest Growing Firms, and we are proud to be a Minority-Owned Business Enterprise (MBE).

Vizance is adding a Claims Advisor to our Risk Management (Commercial Lines) team. This role will oversee the claims process with our commercial clients and ensure that their situations are handled as effectively as possible, while also providing ongoing support.

### WHAT YOU WILL LIKE ABOUT BEING AN ASSOCIATE AT VIZANCE

- Competitive total compensation package
- Comprehensive benefits including medical, dental, vision, life, and disability insurance
- 401(k) match
- Paid training and education
- “Associate First” culture with multiple events throughout the year
- Security of working for a stable, independent agency with a strong history of growth and a defined path for internal succession

### WHAT YOU WILL DO AT VIZANCE AS A CLAIMS ADVISOR

- Work closely with Risk Management Advisors to provide an outstanding Client Experience to our Commercial Lines clients
- Proactively service the top 20% of Risk Management clients through involvement in and facilitation of:
  - Service Plans
  - Stewardship Reports
  - Quarterly or Semi-Annual Claims Reviews
- Research and respond promptly to requests from clients and internal partners regarding claim issues
- Advocate for clients, while overseeing carrier handling of claims
- Work with claims adjustors to ensure that that reserves are appropriately managed
- Conduct regular claim reviews with clients
- Develop service plans for clients and ensure that all deliverables are met
- Provide instructions and outline next steps for clients throughout the claims process
- Serve as the liaison between Vizance clients and carriers, resulting in timely resolution
- Ensure that a positive and professional image of Vizance is conveyed to our clients



## WHAT YOU WILL BRING TO VIZANCE

- A minimum of three years of handling workers compensation claims
- Experience with general liability and property claims would be a plus
- Strong knowledge of property and casualty insurance coverages
- Knowledge of claim management techniques, case reserving practices, and claim settlement strategies
- Strong interpersonal communication and organization skills

If you are looking for a promising career in a growing organization, then we want to hear from you!

Send resume to [careers@vizance.com](mailto:careers@vizance.com)

