



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services
Phone: (701) 328-3290

Class Code(s): 0455

POLICYHOLDER CLAIMS INVESTIGATOR

GRADE H

SCOPE OF WORK:

Responsible for receiving, evaluating, and resolving complaints registered by policyholders regarding insurance companies or their agents.

DUTIES PERFORMED:

- Receives inquiries and complaints by phone, correspondence, or in person from policyholders regarding insurance companies, their agents, or insurance policies.
- Evaluates and analyzes complaints and provides policyholders with required information and explanations.
- Contacts insurance companies or their agents in order to resolve policyholder complaints and to gather or clarify complaint-related information.
- Visits with policyholders or insurance company representatives in order to dispose of complaints or claims.
- Assists policyholders to understand the provision of their insurance policies.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

MINIMUM QUALIFICATIONS:

Requires the completion of two years of college with courses in business administration and two years experience in insurance claims or sales work.

Eff. Date: 10/74

Rev: 1/91 - Administrative factoring, change format

Reviewed: 9/96 - Rewritten in current format

Rev: 7/12 – Conversion to Hay System