



STATE FARM CLAIMS





State Farm Claims

State Farm's commitment to meeting the changing needs of our customers and employees began the minute we opened our doors for business in 1922. Our ability to anticipate and embrace change has made us a leader in the insurance industry and will serve us well on our journey to becoming a leader in financial services. Our commitment to the best interests of our associates and customers fosters loyalty and nurtures opportunity.

A Peek At What They Do

Claim Representative

- Investigate, evaluate, negotiate, and settle accident claims.
- Verify coverage, legal liability, and extent of injury to persons and damage to property.
- Communicate with customers, agents, and State Farm employees by phone, correspondence, or in person.

Claim Processor

- Apply claims settlement procedures to process claims assigned by Claim Management, Claim Representatives, and/or electronic assignment.
- Provide assistance to Claim Representatives by initiating claim payments and/or closing assigned files, as directed.
- Recognize, refer, and process the recovery of claim payments.

Other Things To Know

- Provide excellent service to external and internal customers.
- Utilize computer technology to work in a fast-paced environment.
- Complete an extensive, paid training program.
- Receive additional on-the-job coaching and training.
- Use problem solving and decision making skills to work with customers through a variety of challenging situations.
- Handle a large volume of calls in a centralized environment.
- Work within the guidelines of State Farm policies and procedures.
- Work non-standard shifts, including weekends, holidays, and evenings.
- Develop leadership skills.
- Gain access to opportunities for advancement at a Fortune 500 Company.



Here's What They Say About The Job

"What satisfies me most is the benefit of working as a team and working together to help customers in need. Although challenging, I set forth priorities in order to serve my customers in the best manner possible. There is no doubt that State Farm is the place to be!" – Sharline

"After everything is said and done, I find comfort in the fact that I've made a positive impact in someone's life." – James

"I love all the different people here, with different backgrounds, specialties, and experience levels - there's always someone to ask when you're unsure of something. Investigating is fun and interesting." – Kelly

"My teammates are great and I really enjoy helping people overcome their difficult times when an accident happens. Going home at night knowing I helped someone and to know I am appreciated for the work I do." – Diane

"What I really enjoy about working in Claims is the fast-paced environment." – Tami

"I enjoy working as a team. It really helps to get the work done when a team can come together and work well." – Sean

Come and grow with us.

Learn more about employment with State Farm
or apply now at statefarm.com/careers

An Equal Opportunity Employer



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