



BUREAU OF CLAIM SCENE INVESTIGATIONS

TRUST, TRUTH & FACTS MATTER

ACCOUNT ASSISTANT

The Account Assistant role for Bureau of Claim Scene Investigations (BCSI) is responsible for finding, contacting, and establishing new business relationships with insurance carriers, TPA firms, and law firms to generate new profitable contracts in your area. Builds market position by locating, developing, defining, negotiating, and closing business relationships. Reporting of planned and executed sales activities to management. Generating a goal amount of business in a set time frame.

DESIRED SKILLS & EXPERIENCE

- Presentation Skills
- Closing Skills
- Client Relationships
- Market Knowledge
- Emphasizing Excellence
- Negotiation
- Prospecting Skills
- Meeting Sales Goals
- Creativity
- Sales Planning
- Independence
- Motivation for Sales
- Selling to Customer Needs
- Professionalism
- Previous sales, insurance or claims management service experience, as well as market knowledge.
- Excellent interpersonal skills ability to execute multiple tasks and meet deadlines.
- Minimum of 2 years related experience.
- Ideal candidate would also have a background in the insurance claims adjusting industry and have established connections with carriers, TPA firms, building consultants and attorneys.

DUTIES & RESPONSIBILITIES

- Develop an in-depth understanding of BCSI and the services we provide and the assignment process.
- Establish and build new relationships with existing and potential clients. Demonstrate business planning skills to achieve sales targets.
- Maintain existing relationships to protect existing books of business and improve customer satisfaction.
- Distribute marketing collateral to prospects i.e., website links, blogs, fliers, etc.
- Provide feedback to the carriers claims department to ensure quality service and standards are maintained.





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- Assist in scheduling, estimating, and managing the process of an assignment from beginning to file closure and invoicing.
- Assist in recruiting and vetting new team members (adjusters, estimators, experts, and engineers, etc.) to join our team.
- Updates job and industry knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional workshops, conferences, and seminars, etc.
- Travel required depending on clients' needs and BCSI marketing initiatives.
- Additional responsibilities may be listed in the Account Associate commission / hourly rate agreement.

EXPERIENCE & KNOWLEDGE

- Knowledge of the Insurance claims industry is a must.
- Business development and marketing skills.
- Written, oral communication and negotiation skills.
- A driven sales approach that ensures targets are met.
- Excellent analytical skills.
- Computer literate i.e. Office, Excel, PowerPoint, etc.
- Knowledge of estimating programs such as Xactimate and Symbility.
- Knowledge of claims management programs such as Filtrac.

JOB INFORMATION

- BCSI pays on a bi-weekly basis and direct deposit is available.
- Bureau of Claim Scene Investigations is an Equal Opportunity Employer.

