

Claim Specialist

FLSA Status: Non-Exempt

Reports to: ADR Case Manager

Hours: 9:30am to 5:30pm with flexibility for extra hours (hybrid role)

Labaton Keller Sucharow LLP is seeking a Claim Specialist with 1-2 years of experience to work with the ADR team. Comfortability with technology and platforms required.

Responsibilities Include:

- ✘ Format documents and communications for clients;
- ✘ Liaise between third party vendor and Labaton Keller Sucharow;
- ✘ Review documents (release/document verification) for production to defense counsel for quality control;
- ✘ Calendaring and entry of case info into database;
- ✘ Perform intake and initial filtering of client inquiries;
- ✘ Preparation of submissions involving large volumes of individual claims;
- ✘ Run and analyze client data reports;
- ✘ Organize documents and communications with clients;
- ✘ Ensure that case documents accurately reflect a client's individual information;
- ✘ Keep track of communications or developments relating to client cases and deadlines that may be applicable to individual clients;
- ✘ Prepare and send client communications;
- ✘ Communicate with clients telephonically, on occasion;
- ✘ Work with attorneys to plan data gathering, and settlement update workflows;
- ✘ Analyze and summarize client inquiries to identify trends and patterns requiring further action; and
- ✘ Assist with the development of processes and technological systems for addressing large volumes of client interactions.

Knowledge and Skills Requirements:

- ✘ Proficient in the use of Microsoft Word and Excel;
- ✘ Familiarity with Filesite preferred;
- ✘ Familiarity with client management systems or databases preferred;
- ✘ Strong technical skills and ability to quickly learn new litigation support software;
- ✘ Strong written and oral communication skills and strong interpersonal skills;

- ✘ Must possess great attention to detail;
- ✘ Must possess analytical and critical thinking skills;
- ✘ Strong organizational and time-management skills;
- ✘ Ability to work independently while understanding the importance of teamwork;
- ✘ Ability to manage workload consisting of multiple tasks; and
- ✘ The work shift for this position is 9:30 am-5:30 pm, five days a week (two of these days in the office), but applicant must be willing and available to work overtime, both evening and weekends, when necessary.

Please submit your resume and cover letter to careers@labaton.com.