

Claims Representative Trainee Program

Do you enjoy helping others through difficult times? Are you a “people” person? Do you like to learn new things? Can you work effectively in stressful situations? Then a career in claims may be right for you.

Claims Representatives have a rewarding and challenging career which involves investigating, evaluating, negotiating, and resolving claims.

As a Claims Representative you will:

- Work with customers, physicians, attorneys, contractors, and others to ensure the claims are resolved in a proactive, fair, and courteous manner.
- Explain policy coverage to customers and third parties.
- Gather evidence and document facts relating to claims.
- Determine the value of damaged items.
- Negotiate settlements with customers and third parties.
- Resolve claims, which may include paying, settling, or denying claim; defending a policyholder in court, or recovering outstanding dollars.
- Negotiate return to work with employers.



“Western National Insurance claim employees take personal responsibility and pride in providing proactive, courteous, and fair service.”

~ John Buckley, Senior Vice President of Claims

► Why Claims?

As a Claims Representative, you will deliver on our promise to resolve claims. You will be a source of knowledge and comfort during difficult times. Whether faced with a vehicle accident, the destructive aftermath of a weather-related event, or the responsibility to provide income to injured employees, you’ll be there to help customers through the claims process. You’ll also be there to support them as they rebuild their businesses or homes and resume their lives. There are few careers more rewarding than claims, as you will have a direct impact on our customers at the moment they need us the most.

▶ Continuous Education

At Western National, you will be encouraged to continue your professional development through nationally recognized insurance courses. We will pay the cost of the course and we offer cash bonuses for successful completion of most insurance-related courses.

▶ Claims Development/Training Program

Western National provides a training program, including classroom and hands-on training, designed to teach you the fundamentals of insurance and claims. The training will prepare you to serve our customers. Training takes place at our home office in Edina, Minnesota.

Phase One: Operations Training

Your training begins by building a foundation of the insurance industry and company knowledge. You will be joined by fellow Claims Representative Trainees while developing a cross-functional understanding of insurance and risk management.

Phase Two: Technical Training

Your insurance industry training continues with an emphasis on claims. You will examine actual claims and learn policies and procedures for effective claims investigations and evaluation. You will learn negotiation and customer service skills. You will observe Claims Representatives and field employees in action.

Phase Three: Practical Application

You will now apply the knowledge, skills, and behaviors you've learned in phases one and two. You will begin handling claims under the supervision of a manager. You will receive the help and guidance of a mentor. During this phase, you will also continue to receive additional training. At the end of this phase, you will be assigned to a functional area and begin an exciting career!

▶ Why Western National Insurance?

- Recipient of the Alfred P. Sloan Workplace Flexibility Award
- A Ward's Top 50 Benchmark Company every year since 2009
- Recipient of the 2019 Wellness by Design Award (Platinum +Green), Hennepin County
- 2021-2024 Star Tribune Top Workplace
- A.M. Best "A+" Rated Company



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Our Companies:

American Freedom | Pioneer Specialty | Umialik | Western National Assurance
Western National Mutual | Michigan Millers [Affiliate]