Claim Professional Trainee/Operations

START YOUR CAREER UNDER THE UMBRELLA

Are you customer focused? Are you investigative in nature? Do you want to go home at the end of the day knowing you’ve helped make a difference in someone’s life? As a Travelers claim professional, you have the opportunity to make a career out of helping our customers when they need us most.

Whenever Travelers’ policyholders incur a loss involving their auto, home or business, they rely on one of our highly trained claim professionals to help them get their life or business back in order. Claim professionals encounter issues involving auto, property, liability and workers compensation losses on a daily basis. Our work is both challenging and rewarding!

Claim business units
Claim comprises four major lines of business, plus subrogation. In addition, each of our claim centers has an operations organization designed to maximize the effectiveness and efficiency of the center. Candidates are hired into one of these five business units or in operations to begin their careers as claim professionals.

Auto
Auto claim professionals manage vehicle damage and liability claims, including total loss claims.

Property
Property claim professionals manage homeowners and commercial property claims.

Workers compensation
Workers compensation claim professionals manage claims arising from work-related incidents, including wage loss and medical treatments.

General liability
General liability claim professionals manage a wide variety of liability claims, including falls, dog bites and product claims.

Subrogation
Subrogation professionals manage recovery efforts against another party who may be responsible for auto, property and workers compensation claims.

Operations
Operations professionals provide critical assistance to the Claim Center by collaborating closely with claim and medical professionals in the areas of customer service, financial transactions and business information.

Training and development
Participants undergo a structured training program, which may consist of formal training, online courses and on-the-job training, depending on the business unit. Participants may take coursework at Claim University, a state-of-the-art training facility in Windsor, Conn. In states where an adjuster’s license is required, participants will be sent to a licensing class in their city.

As developing claim professionals, participants will learn effective strategies for investigating, negotiating and resolving claims thoroughly, accurately and efficiently.

“As someone with very little work experience before coming to Travelers, I was nervous about my entry into the business world. However, the training program began at square one and was a wonderful introduction to the insurance industry. The opportunity to learn continues after the training program ends. You are never alone at Travelers – there’s always someone with the knowledge you seek and the willingness to help.”

– Katie

continued on back
Training and development (cont.)

Understanding what happened, estimating damage, determining what coverages apply and helping our customers through the process are fundamental to this role. Operations positions are designed to introduce participants to the insurance profession, while providing the opportunity to advance into claim professional and other insurance roles. Because we offer a wide variety of insurance products to customers ranging from individuals to Fortune 100™ businesses, there are always opportunities for participants to learn new skills and grow throughout their careers.

Requirements

- Undergraduate degree with a preferred GPA of 3.2 or greater
- Effective organizational, time management and multi-tasking skills
- Strong analytical and problem-solving skills
- Excellent decision-making ability
- Effective written and verbal communication skills
- Able to work independently and in a team environment
- Legally eligible to work in the United States
- Current/valid driver’s license required for some positions
- Able to travel to other locations for training as needed
- Willingness to embrace and embody our core values: integrity, discipline, accountability, teamwork, ingenuity and a customer-centric orientation

Suggested majors

- Business
- Communications
- Construction management/engineering
- Liberal arts
- Risk management and insurance

Locations

Positions are available in various offices across the United States.

For more information about the Claim Professional Trainee/Operations Program, visit travelers.com/StudentsGrads.