



FEDERATED RURAL ELECTRIC
INSURANCE EXCHANGE

Claims Service Representative

Reports To: Claims Manager

Department: Claims

Revised Date: 09/2026

FLSA Status: Salary Non-Exempt

Grade: 5

Minimum Salary: \$61,600

Company Overview:

Federated Rural Electric Insurance Exchange, founded in 1957 and based in Shawnee, KS, insures rural electric utilities throughout the country. Federated Rural Electric Insurance Exchange is a niche insurance exchange created by electric cooperatives. With less than one hundred employees nationwide, we serve 97% of rural electric cooperatives throughout the country. Visit www.federatedrural.com to learn more about our commitment to provide superior, value-oriented insurance programs with a focus on safety, service and stability.

Job Summary:

This is a full-time position based in our Shawnee, KS office. Hours are Monday through Friday from 8:00am to 4:30pm. Once training is completed, flexible work schedules are available. This is an in-office position; however, employees are granted 24 work-from-home days. The Claims Service Representative reviews and sets up new claims, determines liability and coverages, and investigates claims as necessary. This role pays or denies claim payment. Additionally, the Claims Service Representative assists claimants, insureds and other parties with claim-related questions.

Duties/Responsibilities:

- Receives and reviews new claims, sets up claim files, and maintains claim diary. Determines compensation levels of claims by reviewing liability and coverages. Sets file and reserves in computer system.
- Investigates claims by contacting claimant, insureds, and other involved parties for additional information. Completes required documentation for recordkeeping purposes. Pays claims or sends denial letters as appropriate.
- Handles various claims questions and other inquiries. Develops correspondence to claimants, providers, insureds, etc. as appropriate.
- Assigns claims to attorneys, independent adjusters, engineers and outside appraiser as appropriate.
- Attends state meetings and gives presentations as requested.
- Gives instructions to set up claims, make payments, complete forms or other clerical duties to Claims Technician, Claims Assistant or Claims Associate.
- Performs other duties as assigned.

Required Knowledge, Skills, and Abilities:

- Knowledge of insurance claims process.
- Knowledge of medical terminology.
- Knowledge of mathematical principles and practices.
- Knowledge of company products, services, policies, and procedures.

- Knowledge of general office practices.
- Skill in analyzing claims and making sound decisions using information at hand.
- Skill in oral and written communication.
- Skill in operating such office equipment as personal computer, internet, e-mail, copy machine, and claims software.
- Ability to communicate with co-workers and customers in a professional manner.
- Ability to maintain flexibility and responsiveness when faced with multiple work tasks and stressful situations.
- Ability to prioritize multiple tasks.
- Ability to maintain confidentiality.

Education and Experience:

1-2 years of customer service and claims experience is required. Prior completion of insurance courses is beneficial. Must have, or ability to obtain, adjuster license in required states. College degree preferred but not required.

Work Environment: Climate controlled, standard in-office work environment. Ability to work from home 24 days per calendar year. Flexible work schedules available.

Physical Requirements:

- Regularly required to talk, hear and use hands to type.
- Frequently required to sit and reach with hands and arms.
- Occasionally required to stand and move throughout the building.
- Frequently lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

Travel Required: Less than 10% to attend conferences or regional meetings

We provide our employees with the following:

- Excellent Health, Dental and Vision Insurance benefits
- Company funded Life Insurance
- Additional Voluntary Insurance
- Company funded Long-Term Disability Insurance
- Vacation & Sick Leave
- 9 Paid Holidays Yearly
- 401k with Company Matching & Company contribution
- On-site gym
- Discount programs
- Charitable Giving Company Match

Federated Rural Electric Insurance Exchange provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.