



Who we are:

Guardian is a Fortune 250 global financial services company, as well as one of the largest mutual insurance companies in America. Guardian offers a range of insurance products from life insurance and disability income insurance to annuities and dental plans.

We are proud to be able to deliver on our commitments and to be able to serve our clients when they need us the most. We are committed to creating better futures for our clients, employees, and communities. We do this by keeping our values in sight:

- 1) We do the right thing
- 2) People count
- 3) We hold ourselves to very high standards

Candidate Responsibilities

We are seeking an individual with solid competencies in the management of field insurance investigations to join our collaborative claims organization. You will frequently travel within California and occasionally to other States throughout the country to interpret, analyze and identify pertinent facts. Assignments may take you to our policyholders' homes or businesses, company agencies, attorney or doctor's offices, schools, prisons, hospitals, and other contacts with information pertinent to claim evaluations, where you will obtain signed or recorded statements and/or obtain financial, medical, and employment information. The investigative reports you provide and the professional way you conduct yourself will assist in claim decision making and ensure a high level of customer satisfaction.

Location and Travel

This role is a work from home position with your home office located in California. Travel is approximately 75% of the time throughout the California. On occasion, will need to assist with other assignments in non-assigned regions.

Functional Skills

Your attention to detail, strong analytical skills, excellent communication skills, collaboration, and ability to manage multiple priorities will aid in your success in delivering a quality product to the Solution Owner to assist with claim decision making and client satisfaction.

Leadership Behaviors

At Guardian, everyone is a leader. Your demonstrated ability to provide superior service, express yourself in an open, honest, and thoughtful manner, and embrace feedback and change will allow you to continue to develop professionally while allowing Guardian to differentiate our business and deliver on our future.

Position Qualifications:

In addition to the above, you will also likely possess:

- The position requires a minimum of five years' experience in investigating insurance claims or other relevant investigative or claims experience. Advanced knowledge of non-cancelable disability income contracts, underwriting and claims standards and procedures are desirable. Insurance industry knowledge of claims practices is also required. You will have a proven ability to work independently and demonstrate excellent oral communication skills, including the ability to handle complex interpersonal situations. Excellent written communication skills are required, as documentation must be presented in a clear and concise manner.
- It is essential that you are thorough in obtaining claim related information, but at the same time, must conduct yourself in a professional and non-threatening manner. The impact of personal handling and interaction of such decisions affects good agency and policyholder relations, as well as the company's image with the public.

On occasion, you will be required to meet personally with the policy owner, insured or their legal representative to try and reach a resolution of the claim. This will require excellent negotiation skills, being sensitive to the rights of the other party, but also protect the company and its policyholders from overpayment or fraudulent claims.

Our promise

- Through skill-building, leadership development and philanthropic opportunities, we provide opportunities to build communities and grow your career, surrounded by diverse colleagues with high ethical standards.

We offer

- Meaningful and challenging work opportunities to accelerate innovation in a secure and compliant way.
- Competitive compensation package.
- Excellent medical, dental, supplemental health, life and vision coverage for you and your dependents with no wait period.
- Life and disability insurance.
- A great 401(k) with company match.

- Tuition assistance paid parental leave and backup family care.
- Dynamic, modern work environments that promote collaboration and creativity to develop and empower talent.
- Flexible time off, dress code, and work location policies to balance your work and life in the ways that suit you best.
- Employee Resource Groups that advocate for inclusion and diversity in all that we do.
- Social responsibility in all aspects of our work. We volunteer within our local communities, create educational alliances with colleges, drive a variety of initiatives in sustainability.

About Guardian

Guardian has been helping people protect their futures and secure their lives for 160 years. Every day, we serve approximately 29 million people through a range of insurance and financial products. We help people and their families pursue financial security and well-being in life, health, and wealth. We help companies take care of their employees. And we help people recover and thrive after unexpected loss.

From our founding in 1860, when a community of immigrants joined together to insure and protect their businesses and families, doing the right thing for our policyholders and customers has guided everything we do. Our dedication to customers has helped us remain one of the most highly rated in client satisfaction and [financial strength](#). And as one of the largest mutual insurance companies, we know what matters most: putting the needs of our customers first. Because everyone deserves a Guardian. Learn more about Guardian at www.GuardianLife.com.

© Copyright 2021 The Guardian Life Insurance Company of America, New York, NY

Equal Employment Opportunity

Guardian is an equal opportunity employer. All qualified applicants will be considered for employment without regard to age, race, color, creed, religion, sex, affectional or sexual orientation, national origin, ancestry, marital status, disability, military or veteran status, or any other classification protected by applicable law.

Contact Information

Resumes and questions should be forwarded to Joe Champigny, Director, Verification Solutions

Email: joseph_champigny@glic.com

Cell: 413.281.0235