

# More Opportunity.

## Claims Advocate, Commercial

### Description

Insurance claims can be stressful and complex. That's where we come in. At Lacher, our team works every day to bring clarity, confidence, and advocacy to our clients when they need it most.

As a Claims Advocate, you will serve as a key member of our Commercial Insurance Team, working directly with clients, insurance carriers, adjusters, and internal advisors to guide claims from start to resolution. You will be a steady, trusted point of contact, ensuring clients feel informed, supported, and well represented throughout the claims process.

On our team you will:

- Monitor and manage commercial insurance claims from initial report through resolution
- Serve as a client advocate by communicating with carriers, adjusters, and vendors
- Provide timely updates and clear guidance to clients throughout the claims process
- Collaborate closely with advisors and service team members to coordinate support
- Maintain accurate and up-to-date claim documentation within the agency management system
- Review claims for trends and insights that may inform future risk management opportunities
- Help ensure every client experience reflects Lacher's commitment to service and care

### Experience & Skills

Successful team members come humble, hungry, and people smart, and ready to invest in themselves, our team, and our clients. Claims Advocates are organized, empathetic, and detail oriented, with a strong commitment to client service.

You'll bring:

- Prior claims or adjuster experience (required)
- Strong communication skills and a client first mindset
- The ability to manage multiple claims and priorities at once
- Comfort with technology and the ability to learn agency management systems
- An analytical mindset with the ability to identify claim patterns and insights
- Workers' Compensation medical expense knowledge (preferred)

At Lacher, we work hard and have a lot of fun doing it – the result is a strong culture of collaborative people who are more than the sum of our parts.

## Ready for more?

[www.lacherinsurance.com](http://www.lacherinsurance.com)

