



United Casualty and Surety Insurance Company
US Casualty and Surety Insurance Company
United Surety Insurance Company
303 Congress Street, Suite 502, Boston, MA 02210

Job Description: Surety Claims Assistant

United Casualty & Surety Insurance Company (“UCS”)

UCS is a 50-state licensed, “A Excellent” AM Best rated and a surety only insurance company. We are seeking an organized and detail-oriented Surety Claims Assistant to join our growing Claims Department. This position will provide administrative and claim handling support throughout the life of commercial and contract surety claims, including claim intake, file setup, document management, payment processing, and investigation support. The successful candidate will work closely with surety claims professionals to maintain accurate files, meet required deadlines, and support timely and appropriate claim resolutions.

This nonexempt position reports to the Head of Surety Claims and is eligible for a hybrid work arrangement, with preference given to candidates located near offices in Chicago, Phoenix, Anchorage, Boston, Atlanta, Seattle, Irvine, or Dallas. The anticipated salary range for this position is \$49,262 – \$70,356 with the final compensation determined based on the successful candidate’s experience, qualifications and location.

What You’ll Do

Claims Administration

- Open and establish new commercial and contract surety claim files in accordance with company procedures and performance standards.
- Review incoming claim notices and supporting materials for completeness, enter claim information accurately, and route matters to the appropriate claims professional.
- Maintain electronic claim files, running notes, diaries, contact information, and other claim data accurately and consistently.
- Prepare, issue, record, and process claim payments, reimbursement requests, recoveries, and other financial transactions as directed.

- Draft and process acknowledgment letters, document requests, status correspondence, proofs of claim, releases, and other routine surety claim communications.
- Organize and prioritize assigned work to meet internal performance standards, statutory requirements, bond deadlines, and other time sensitive obligations.

Claim Intake and Investigation Support

- Assist claims professionals with initial claim investigations by gathering bond forms, applications, indemnity agreements, contracts, subcontracts, invoices, payment records, project correspondence, and other relevant materials.
- Contact principals, obligees, claimants, agents, attorneys, consultants, and other stakeholders to obtain documents, confirm information, and coordinate communications at the direction of the assigned claims professional.
- Verify basic bond, principal, obligee, claimant, project, and claim information against company records and identify discrepancies for further review.
- Track outstanding information requests, claim deadlines, litigation dates, payment commitments, and recovery activity, and promptly elevate overdue or incomplete items.

Communication and Documentation

- Handle routine incoming and outgoing calls and correspondence professionally, gather relevant claim information, and document communications in the claim file.
- Prepare, copy, organize, and distribute claim related forms, letters, reports, payment documentation, and other materials in accordance with company standards.
- Coordinate claim related meetings, travel, inspections, mediations, and other activities as directed.
- Review claim data, payment coding, calculations, and file documentation for accuracy and advise the assigned claims professional of potential errors or overpayments.



United Casualty and Surety Insurance Company
US Casualty and Surety Insurance Company
United Surety Insurance Company
303 Congress Street, Suite 502, Boston, MA 02210

Team Collaboration

- Partner with claims professionals, Claims leadership, Underwriting, Finance, Operations, outside counsel, consultants, and other business partners to support efficient claim handling.
- Participate in claim file audits, quality reviews, reporting initiatives, and departmental projects.
- Assist with the training and development of new or less experienced claims assistants as requested.
- Complete special projects and perform other duties as assigned.

What We're Looking For Minimum Requirements

- High school diploma or GED.
- At least 1 year of experience in a professional office environment.
- Strong organizational and time management skills, with the ability to prioritize multiple assignments and complete work accurately and timely.
- Strong attention to detail and the ability to maintain accurate claim, payment, and diary information.
- Clear and professional written and verbal communication skills, including the ability to listen, ask appropriate questions, and document information accurately.
- Ability to work independently while collaborating effectively with claims professionals, managers, and business partners.
- Working knowledge of standard office equipment and proficiency with Microsoft Outlook, Word, and Excel.
- Willingness to travel occasionally for claim-related meetings, project visits, or departmental activities as needed.
- Ability to obtain and maintain any licenses or registrations required by the company or applicable law.



United Casualty and Surety Insurance Company
US Casualty and Surety Insurance Company
United Surety Insurance Company
303 Congress Street, Suite 502, Boston, MA 02210

Preferred Qualifications

- Bachelor's degree.
- Prior experience in surety, insurance claims, construction, legal services, financial services, or a related professional environment.
- Familiarity with performance bonds, payment bonds, commercial surety bonds, construction contracts, or claim documentation.
- Experience with claim management systems, electronic document management, payment processing, or data entry.
- Ability to perform basic mathematical calculations and review payment or recovery information for accuracy.

What to Expect

This position is structured as an individual contributor role and does not include direct management responsibilities. The Surety Claims Assistant will work at the direction of claims professionals and Claims leadership while developing practical knowledge of commercial and contract surety claims. As UCS continues to grow, opportunities may arise to expand responsibilities, build technical claim knowledge, and advance within the Claims Department.

Why Join Us?

At UCS, we pride ourselves on breaking old norms and fostering innovation within the surety industry. This role offers the opportunity to:

- Build a strong foundation in commercial and contract surety claims.
- Work closely with experienced claims professionals on a diverse portfolio of matters.
- Contribute to the development of an efficient, collaborative, and growing Claims Department.
- Enjoy a competitive salary and comprehensive employee benefits package.

We are committed to creating a diverse and inclusive workplace and are proud to be an equal opportunity employer.

This document is intended to outline the general nature and level of work performed in this role. It is not an exhaustive list of all responsibilities, duties, or skills required.