	<h1 style="text-align: center;">Claims Coordinator</h1> <h2 style="text-align: center;">Job Description</h2>		<b>Document Number:</b>  JD-SS-01.02
	<b>Department:</b> Claims	<b>Effective Date:</b> March 04, 2016	<b>Revision No</b> 0

### I Reason for Existence


Ensure proper documentation and on-time reporting of cargo claim incidents, implement process improvement and conduct cargo disposal to prevent and/or minimize claim damage and loss.

### II Duties and Responsibilities

1. Coordinate to all business operations team through constant communication, email and follow up to address claim matter.
2. Conduct observation to customer, partner and third party by visiting their location to get information on operational procedures and other relevant details.
3. Evaluate and analyze incident by investigating to take corrective actions to cargo and process irregularities.
4. Prepare root cause analysis by giving details information and report to present to respective business units and discuss possible prevention of claims in the future.
5. Develop and implement process improvement using the results of root cause analysis, warehouse visit and investigation report to prevent cargo loss and damage.
6. Contribute information to management by giving regular reports to maintain and improve service and customer relationship.
7. Prepare and document new policies and procedures by creating presentation materials and use for implementation and training.

**DDC:** *Please refer to printed files for signatures of approvers.*

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8. Conduct training and refresher courses to operations team by showing presentation materials of the new operational procedures to give awareness to operations team members.
9. Monitor compliance of business units by sending reports to management regularly and maintain adherence to operational quality standards.
10. Connect reports from origin to destination by gathering information to create plans to prevent/eliminate claims.
11. Document prevented claims by preparation and presentation of reports to management and insurance company and improve the company claim history.
12. Perform any other function as assigned by his/her immediate leader.

### III Minimum Qualifications

1. Graduate of 4-year Business Course
2. With work experience in logistics business
3. With pleasing personality
4. Proficient in English communication both written and verbal
5. Can easily adopt to process and system innovation
6. Can recommend and suggest process innovation

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