



Job Description: Risk & Claims Analyst

Reports to: Compliance & Risk Manager

Classification: Exempt

Hours: 8:00 a.m. – 5:00 p.m.

ICL is a World Class Trans-Atlantic container shipping line with an integrated logistics network offering the most reliable delivery and customer-focused solutions.

Job Summary

The **Risk & Claims Analyst** is responsible for investigating cargo and equipment incidents, managing cargo claims, and supporting ICL's operational risk management efforts. This role plays a key part in protecting the integrity of ICL's cargo network by determining root causes of incidents, coordinating surveys when necessary, and ensuring fair and timely resolution of claims.

The ideal candidate will possess strong analytical and investigative skills, excellent communication abilities, and a high level of attention to detail. This position requires the ability to collaborate with internal departments, customers, and external service providers to resolve cargo-related issues while supporting operational improvements and risk mitigation.

Essential Duties & Responsibilities

Cargo Incident Investigation

- Investigate cargo-related incidents by reviewing cargo characteristics including, but not limited to, commodity type, weight, packaging, hazardous classification, and container history.
- Analyze photo and video documentation, transportation documents, and operational records to determine root cause and responsible parties.
- Research shipper and consignee history and gather additional information from internal and external sources as necessary.
- Document findings and recommend next steps to management.

Claims Management

- Review and verify cargo claims to determine validity and appropriate settlement.
- Coordinate with customers, insurers, surveyors, and other involved parties during the claims process.
- Issue invoices to responsible parties for damages and monitor collection of payments.
- Maintain accurate documentation of claims and settlements.

Survey Coordination

- Arrange cargo and equipment surveys when required.
- Identify and coordinate with independent marine surveyors to conduct inspections and provide reports.
- Ensure survey findings are documented and incorporated into claims evaluations.

Cross-Functional Collaboration

- Liaise with ICL departments including Operations, Customer Service, Equipment, and Finance to resolve cargo incidents.
- Communicate professionally with customers, truckers, vendors, and other stakeholders regarding cargo investigations and claims outcomes.
- Assist with operational reviews when cargo handling practices may contribute to recurring incidents.

Compliance & Documentation

- Verify trucker compliance by ensuring documentation is on file, including interchange agreements, SCAC and DOT registrations, and insurance certificates with proper endorsements.
- Maintain organized records related to cargo investigations, claims, and compliance documentation.

Continuous Improvement

- Identify patterns or trends in cargo incidents and communicate findings to management to support operational improvements and risk mitigation.

Responsibilities and duties outlined in this document are not exhaustive and may change as determined by the needs of the company.

Requirements

Education & Experience

- Bachelor's degree or equivalent work experience.
- Prior experience or knowledge in cargo operations, logistics, cargo claims, or transportation risk management preferred.
- Experience in ocean shipping, NVOCC/liner operations, freight logistics, or transportation industries is a plus.

Skills & Competencies

- Strong investigative and problem-solving abilities.
- High degree of accuracy, organization, and attention to detail.
- Proficiency in Microsoft Office; ability to learn internal systems within a defined time period.
- Excellent verbal and written communication skills with customers and internal stakeholders.

- Ability to analyze documentation, cargo data, and operational records to determine root causes of incidents.
 - Ability to manage multiple investigations or claims simultaneously.
 - Positive attitude and ability to work both independently and collaboratively in a team environment.
 - Authorized to work in the United States.
 - Ability to handle stress appropriately and interact well with others.
 - Must be eligible to obtain **TWIC card**.
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Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers and phones. While performing the duties of this job, the employee is regularly required to talk or listen. The worker is required to have close visual acuity to perform activities such as preparing and analyzing data and documentation. This is largely a sedentary role. Limited travel may be required for this position.

ICL is an Equal Opportunity Employer. More company information can be found at www.icl-ltd.com