



### **Claims Supervisor (Homeowner)**

For over 20 years, Federated National, a Property & Casualty insurance carrier and claims adjusting company has served communities and families by providing quality insurance and claims services, specializing in Homeowners Insurance, High Value Homes, Flood, Condo, General Liability Insurance and more.

Our team of experienced insurance professionals is dedicated to providing exceptional products and services. Our exceptional service model has earned us an “A+” rating with the Better Business Bureau and our strong leadership continues to be the key to our continued success.

If you aspire to be the face of a dynamic organization like Federated National and be a part of an exceptional team of professionals who believe in the highest level of Customer Service, with respect, compassion and genuine concern for our clients at the forefront of all we do. We welcome you to be a part of our team in achieving these goals.

If you wish to apply for this opportunity, please send your resume to [HR-Recruit@FedNat.com](mailto:HR-Recruit@FedNat.com). Please take a moment to review the position responsibilities and requirements below for the position of **Claims Supervisor**.

#### ***Knowledge:***

- Supervision of the Homeowner’s team handling multiple states
- Develop and maintain a high performance team
- Support the Claims Manager to ensure that claims handling within the team, is in accordance with the claims practices and procedures manual as well as customer service guidelines.
- Investigate, evaluate and settle claims, applying technical knowledge and skills to effect fair and prompt resolution of cases and to contribute to a reduced loss ratio;
- Verify and analyze data used in settling claims to ensure that claims are valid and that settlements are made according to company practices and procedures as well as respond to demands in a timely manner
- Confer with legal counsel on claims requiring litigation
- Negotiate claims settlement and recommend litigation when settlements cannot be negotiated;
- Participate in mediation proceedings, depositions and as expert witness to court cases.
- Adjust reserves or provide reserve recommendations to ensure that reserve activities are consistent with corporate policies.
- Review and approve denial letters and checks to be processed.

#### ***Skills:***

- Exceptional Interpersonal and communication skills; written and oral;
- Initiative and ability to think logically, analytically and critically;
- Strong time-management and organization skill;
- Ability to multi-task while maintaining accuracy and due diligence in performance;
- Strong computer skills with a penchant to adapt easily to learning new software and procedures.

#### ***Education & Experience:***

- Some college strongly preferred
- A minimum of 5 years of HO claims experience
- Compliant Claims Adjuster License required

Federated National is an Equal Employment Opportunity Employer, DFW, offering a comprehensive benefit program including, Medical, Dental, Life Insurance, 401K, Tuition Reimbursement, with a great management team and working environment.