



Claims Manager (Homeowner's Claims Operations)

For over 20 years, FedNat, 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 FedNat 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. Please take a moment to review the position responsibilities and requirements below for the position of **Claims Manager-Operations**.

Responsibilities:

- Influence of Homeowner's Claims Department business strategy through data and analytics
- Support the Claims Director to ensure that claims handling within the team is in accordance with the FedNat best claims practices and procedures manual as well as customer service guidelines
- Work with FedNat Claims Process and Operations Departments to utilize existing data retrieval systems, and also develop new systems
- Regularly report and analyze Homeowner's Claims Department production to Claims Director, as well as identify target areas of improvement
- Act as a liaison between the Homeowner's Claims Department and Quality Assurance to ensure FedNat best claims practices are up-to-date and within acceptable industry guidelines
- Lead monthly calibration sessions with Department Supervisors and Managers to outline Quality Assurance performance and targeted areas of improvement
- Develop internal processes and practices aimed at increased efficiency and accuracy
- Part of team responsible for employment decisions within Homeowner's Claims Department
- Other duties as assigned by Management
- Must be able to work catastrophe hours from 7:00am - 7:00pm

Skills:

- Exceptional Interpersonal and communication skills; written and oral
- Initiative and ability to think logically, analytically and critically
- Strong time-management and organization skills
- 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
- Core competencies sought: Decision Making, Reliability, Problem Solving, Initiative, Communication

Education & Experience:

- Bachelor's Degree
- A minimum of 5 years of Homeowner's claims experience necessary
- Prior Homeowner's Claims management experience necessary
- Compliant Claims Adjuster License required
- CPCU or other insurance related designation a plus

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.