



Claims Supervisor (Homeowner's Claims)

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 Supervisor**.

Responsibilities:

- Supervision and maintenance of a Homeowner's team handling multiple states
- 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
- Confirm proper investigation, evaluation and ultimate resolution reached on claims handled by direct reports
- Ensure highest level of claim handling quality completed by direct reports, as well as confirmation of appropriate claim resolution procedures being followed
- Confer regularly with Legal team to confirm that company claims handling procedures ensure the most advantageous legal positions
- Prepare and outline monthly/quarterly production goals and achievement plans for your team
- Utilize claim data and analytics to report on team production regularly
- Responsible for maintaining set quality scores and team inventory levels based on direct report structure
- 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: Teamwork, Managing Performance, Developing Others, Integrity, Reliability

Education & Experience:

- Bachelor's Degree
- A minimum of 5 years of Homeowner's claims experience necessary
- Prior Homeowner's Claims management experience preferred
- 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.