



Job Description
Field Claims Manager

Department: Claims/ClaimCor

Reports to: ClaimCor Director

Position summary:

Responsible for developing, leading and motivating an independent adjuster Claims Team made up of over 200 Independent adjusters and staff. Liaise on support and disaster issues, particularly around logistics and customer service. Coordinate communication between home and field office staff. Remains actively involved in ensuring departmental and corporate goals are delivered down to the claim adjuster. This position is responsible for ensuring loss payments, expenses, recoveries, and other similar Claims financial transactions recommendations are properly allocated and recorded within department systems. Position is responsible for goal achievement, support, and overall production of the Field and Examiner Claims Department.

Essential Functions:

The following duties will vary depending if there is a catastrophic event happening. The outlined duties will vary daily in performance of the job.

- Vendor management and contract negotiation with oversight and performance evaluation.
- People Management Tasks: Hire employees/contract adjuster, Mentor and advise, Assign and evaluate work, terminate employees/release contractors, Review performance annually, Set pay/contact amounts. Skills/Specialties include Customer Service, Contractor Management, Operations Management, People Management, Xactimate, Microsoft Office.
- Monitor and ensure compliance with established Fair Claims Practices, State specific statutes, rules and case law and claim handling guidelines. Ensure training, counseling, coaching and Xactimate use development.
- Establish Carrier performance objectives in coordination with and support of departmental and corporate goals. Support and communicate senior management initiatives, directives, corporate policies, plans and visions to the ClaimCor Team.
- Liaise with clients and their management to achieve mutual goals or work on projects. CAT operations management and logistics with resource distribution.
- Ability to work extended hours during CAT events and limited in field inspections.

Skills:

- Skills/Specialties include Customer Service, Contractor Management, Operations Management, People Management
- Technologically proficient with Xactanalysis, Xactimate, X1, Microsoft office and use of the NIPR
- Extensive use of Zoom and or Teams for training and communication.
- The ability to give precise directions in handling claims, supplements and investigations.
- Required to be Licensed in all states that ClaimCor operates in.

Competencies and/or Attributes:

To perform the job successfully, an individual should demonstrate the following behaviors:

- **Motivation/Initiative:** Motivated and curious, willing to ask questions, research issues and take on challenging projects/assignments; creative, brings new ideas to the table, exhibits self-confidence. Has strong achievement motivation and tenacity.
- **Administrative Skills:** Possesses ability to organize and follow-through on multiple tasks, recognizes and attends to important details with accuracy and efficiency, effectively prioritizes work of staff members. Works to complete goals, tasks and plans, anticipates potential problems and analyzes alternative solutions.
- **Interpersonal Style:** (Interpersonal Skills, Communication, Teamwork); develops/ maintains effective working relationships; listens attentively to others; communicates ideas clearly (written & verbal); relates to people in an open/ sincere manner; participates effectively in meetings; assists in finding solutions as well as identifying problems; communicates appropriately with supervisor, managed staff and co-workers. Able to manage other individuals and maintain calm and reliable demeanor in the face of challenges.
- **Self-Management:** (**Adaptability/Flexibility, Stress Tolerance, Autonomy**); adapts readily to changes in routine; works effectively in stressful situations; needs limited guidance and direction; is comfortable working in a fast-paced environment; is reliable and dependable; is results-oriented; maintains productivity and composure under pressure; views problems as opportunities to create solutions.
- **Thinking Skills:** Diagnoses problems efficiently; gathers enough input before making decision or plans; makes timely decision, quickly determines sources of problem, identifies information needed to solve problem and analyzes alternative solutions, communicates issues and decisions effectively to team.
- **Customer Orientation:** Sensitive & responsive to internal and external customer needs; demonstrates skills in customer services and satisfaction; maintains a positive attitude, willing to listen to customer problems and seeks solutions; stays in tune with changing needs of customers.
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Experience, Education, and Licensure Requirements

- Typically holds Bachelor's Degree with five (5+) years of experience in the P&C claims industry.
- Minimum of three (3+) years of leadership experience or equivalent at the middle management level.
- Certifications include Associate in Claims (AIC), Chartered Property Casualty Underwriter (CPCU), Claims Adjuster License preferred.

Physical Requirements

The duties of this position are typically performed in an office setting. Some road and air travel will be involved. Good computer, speaking, and hearing skills are required.