



Job Description

Operations Process Information Manager

Department: Claims-ClaimCor

Reports to: Director

Position summary:

Responsible for developing processes and operational systems within ClaimCor made up of over 500 Independent adjusters with multiple clients with a primary focus and accountability for daily operations and processes. Responsible for maintaining property claim procedures for each client. Remains actively involved in ensuring departmental and corporate goals are delivered to our clients. Directly responsible for the proper performance and reporting on active lines of business, including Homeowners, Dwelling Fire, Mobile Home, Marine and New Business clients. Work with the director to improve and enhance the systems process and support each client. Provide direction, guidance, and support to new clients and managers on an as needed basis. Responsible for compliance with client standards and procedures and to ensure all statutory and regulatory standards are met.

Essential Functions:

The manager will be part of each of the following processes and operations depending on if there is CAT event happening. AOR (Area of Responsibility) will be accounting, assignments, audit, ClaimCor U, Flood, Recruiting, Desk adjusting, IT, Sales support, Social Media, Examiner-Adjusters for processes, operations and communication. The outlined duties/AOR will vary daily in performance of the job.

- Providing operational processes and communication support throughout ClaimCor's client base reviewing and coordinating with managers and team leads
- Monitor and ensure compliance with established Fair Claims Practices, State specific statutes, rules and case law and claim handling guidelines. Develop and implement processes for expansion in other states for new clients and claim handling.
- Responsible for the process of onboarding independent adjuster administration to include selection, vetting, performance evaluation, staffing and planning.
- Support ClaimCor with operational systems regarding training, counseling, coaching and Xactimate use development.

- Provide technical direction and process authority on new clients' guidelines and reporting.
- Establish Client performance objectives in coordination with and support of departmental and corporate goals.
- Support and communicate to Clients and senior management initiatives, directives, corporate policies, plans and visions to the ClaimCor Team.
- Maintain a high level of technical expertise specific to the AOR's.
- Interact directly with clients and their management to achieve mutual goals or work on projects. CAT operations management and proficient with Xactimate, Xactanalysis and Microsoft Office.
- Ability to work extended hours when required for our clients.
- Develop leadership and management skills to oversee multiple accounts and execute at the Director level.

Skills:

- Xactanalysis proficient
 - Management reports as needed
 - Usage reports from Xactanalysis
 - Production reports
- Microsoft Office suite proficient
- Project management experience
- Training with Zoom and or Teams.
- Process implementation and organizational experience
- Create processes to track all Licensed staff in all states that ClaimCor operates in.
- Report creation and analysis

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.
- **Client/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.

Experience, Education, and Licensure Requirements

- Undergraduate degree preferred – Process Management experience
- Minimum of five (5+) years in the P&C claims industry
- Minimum of three (3+) years of leadership experience or equivalent in project management
- One or more of the following designations preferred: AIC, AIM, CPCU or SCLA.

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.