



### Claims Manager III

**Department:** Claims- Desk, Field, Litigation, Liability, SIU

**Reports to:** Director, ClaimCor LLC

**Position summary:** The Claims Manager III will work under the direction of a Director or above. They will be responsible for management and oversight of CAT claims team comprised primarily of Sr Field Claims Representatives, Claims Specialists in Auditing field and mitigation and CAT Team Lead Managers designed to handle the most complex and highest volume of claims. For Audit, the Claim Manger III will manage a dedicated team of Investigating adjusters and mitigation specialists. Depending on the unit, they may have Claim Managers I or II reporting to them. The development of their team's quality and performance will be their key objective. These claims professionals will have previous claim handling experience and claims management experience.

#### Essential Functions:

- Direct, develop and train their teams to the Technical Expectations identified for each area
- Constant attention to team performance to ensure claim handling is within set timeframe and quality guidelines
- Accountable for team's performance in meeting or exceeding guidelines for Production, Customer Service and File Quality
- Continued delivery of the Claims Department business strategy through data and analytics
- Support the Claims Leadership Team to ensure that claims handling is in accordance with each client's best claims practices
- Ensure claims representatives/adjusters adhere to each client's customer service guidelines including contact requirements
- Manage performance through analysis, data management and file direction
- In field contact and direction and control for a Cat event
- Identification and recommendation for improvement of underperforming employees/contractors
- Develop internal processes and practices aimed at increased efficiency and accuracy
- Develop and maintain a training process for new adjusters through ClaimCor U.
- Coordinate with each client team lead and the Inside Field Claims Manager
- Other duties as assigned by Management

#### Skills:

- Exceptional Interpersonal skills
- Initiative and ability to think logically, analytically and critically
- Strong time-management and organization
- 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
- Ability to listen to and understand information and ideas presented through spoken words and sentences
- Ability to read and understand information and ideas presented in writing
- Ability to communicate information and ideas in speaking so others will understand
- Ability to communicate information and ideas in writing so others will understand
- Ability to speak clearly so others can understand you

#### Direct and Manage Technical Knowledge

### **For All Specializations**

- Identify subrogation potential and track performance of recovery
- Identify fraud and refer to SIU
- Refer risk conditions to Underwriting when appropriate

### **Field Claims**

- Investigate and determine cause of loss with escalated claims
- Document and photograph damages and point of origin in review with adjusters
- Knowledge of construction and repair methods and current codes by state
- Assess damages and prepare estimates using Xactimate-
- Identify need to include experts in the assessment process including engineers, mold, mitigation and restoration
- Experience handling claims with Public Adjuster and Attorneys (pre-litigation)

### **Liability Claims**

- Investigate and determine liability on the part of the insured
- Evaluate injury or damages claimed
- Knowledge of Medical terminology
- Ability to negotiate and settle disputed claims
- Experience handling complex coverage issues and severe injury claims

### **Litigation Claims**

- Understand the litigation and defense process
- Weigh risks and exposures presented in each case as requested by each client
- Ability to settle and negotiate disputed claims
- Experience handling moderately complex litigation claims

### **Desk Claims**

- Determine proper handling method or process per contract and meet time guidelines
- Determine if field involvement is needed
- Handle more complex claims with higher values through experienced adjusters
- Experience handling claims with Public Adjusters and Attorneys (pre-litigation)
- Investigate and determine cause of loss as reported if escalated
- Extensive knowledge of restoration and remediation estimates and auditing

### **SIU**

- Establish SIU processes and procedures with regards to each client
- Develop and implement QA guidelines, processes, forms and contract to grow your team
- Create and coordinate SIU related training/events within each client group
- Monitor, review, and direct the activities of SIU to the standards of each client
- Conduct performance appraisals for staff, recommending salary and administrative actions to director
- Initiate and follow up on personnel development plans and mentor 2 high potential adjusters for team leads
- Administer personnel matters – attendance, licensing, etc. through the ClaimCor manager
- Supervise and coordinate complex SIU investigations and Major Case Investigations with each client

### **Claim Managers I and II**

- Ensure Claim Managers/Team Leads manage performance to ClaimCor Standards
- Ensure compliance with all client's guidelines

- Professionally manage the managers and or Team Lead to manage their teams
- Drive customer service improvement

#### **Competencies and/or Attributes**

- Customer and Client Focused
- Personable
- Work extended hours
- Work through the weekend
- Accountability
- Performance Driven
- Empathy
- Problem Solving
- Adaptability

#### **Experience, Education, and Licensure Requirements**

- College degree/pursuing or professional designation strongly preferred
- Minimum 5 years claims management experience required.
- Seven (7) years with a major carrier in QA, FPE, Audit
- 6-20 Claims Adjuster License or equivalent in all states ClaimCor covers
- Previous Microsoft Office Suite experience required

#### **Physical Requirements (Depending on area assigned)**

- Able to lift a certain amount of weight
- Climb a ladder to get on a roof
- Operate an automobile