

Job # CL06		Status:	Exempt
Job Title:	Claims Manager	Reports To:	VP – Claims
Department:	Claims	Position Type:	Full Time

While no Job Description can possibly include all duties that may be required by the Association, the following is a summary of the primary responsibilities of the position.

POSITION SUMMARY

The Claims Manager is responsible for managing a large team of Independent Claims Adjusters, and oversees property loss claims on dwelling and commercial fire policies based on coverage, appraisal and verifiable damage. Ensures claims handling is compliant with California Fair Claims Settlement Practices Regulations, settlements are sound and complete, reviews and investigates when necessary. Familiar with a variety of the field's concepts, practices and procedures. A first line leader, the Manager will mentor, coach and train staff resulting in consistent quality results.

PRINCIPAL DUTIES & RESPONSIBILITIES

- Perform or supervise all personnel and functions related to claims management.
- Assist in evaluating current processes to increase production and streamline workflow to ensure reports are timely and accurate.
- Review and supervise independent adjuster reports, and authorize claim payment and expense payments.
- Acts as liaison with other departments and coordinates workflow with them as needed.
- Reviews department letters, forms and reports for accuracy and up-to-date information.
- Identify trends and create reports to manage those trends.
- Leads department or individual meetings to communicate issues, changes, company business, and department progress toward meeting goals.
- Oversee staff training and team building.
- Assists with company training for independent adjusters.
- Coordinates and attends field inspections when necessary.
- Assist in managing and coordinating SIU.
- Mentors, coaches, and trains personnel to achieve desired goals and position objectives.
- Proactively assesses claims processes and develop strategies to maintain or improve performance.
- Monitors and documents ongoing performance utilizing objective data and subjective observations
- Collaborates with employees individually and as a unit to promote accurate and ongoing performance feedback and promote career development.
- Conducts daily diary reviews to evaluate claims representative's performance
- Performs open and closed file evaluations and audits.
- Manage and set priorities on the daily operations of department. Manage employee performance to achieve unit, department and corporate company goals.
- Implement policies to manage compliance requirements with claim handling guidelines and ensure good faith claim handling. Create metrics and monitor results.
- Direct Adjusters on proper reserving and payments.
- Monitor and report on performance of outside vendors.
- Proactively assess Claims Processes to develop strategies to seek continual process improvement.
- Contributes to project reviews and approves detailed designs and cost estimates for projects.
- Works in conjunction with the Claims Compliance Training and Vendor Manager.
- Assist Vice President of Claims as needed.
- Participates in long-range departmental planning and provides input to operational decisions and to clarify or modify project plans, and/or schedule requirements.
- Writes and conducts employee performance reviews and provides ongoing performance feedback. Makes hiring and compensation recommendations. May get input from Sr. Management/Executive Management.
- Adhere to Federal and State laws and regulations.

- Any other duties needed to help fulfill the Association's Mission, abide by the Association's Values and fulfill the Association's Strategic Objectives.

KNOWLEDGE AND SKILLS REQUIREMENTS

- Bachelor degree
- Minimum 10 years experience in property claims handling and/or investigation.
- Minimum 5 years of management or manager role experience.
- Fair Claims Settlement Practices Regulations & SIU Certification
- This job requires someone with strong verbal and writing skills.
- Previous supervisory or management experience.
- Basic knowledge of computer software, i.e., Microsoft Word, Excel and Outlook.