

Job #		Status:	Exempt
Job Title:	Claims Vendor Coordinator	Reports To:	Catastrophe and Vendor Services Manager
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 Vendor Coordinator develops and manages vendor service level agreements, billing guidelines and onboarding of new adjusting firms. This position is responsible for overseeing the day-to-day operations of the vendors, identifying training needs, assigning claims, and tracking performance.

PRINCIPAL DUTIES & RESPONSIBILITIES

- Develops and maintains standard metrics of vendor performance.
- Identifies deficiencies and works with IA firms, Claims management and other internal resources, including trainers and file reviewers, to mitigate issues and provide solutions.
- Develops and maintains standard metrics to monitoring vendor bills and policies.
- Implements and maintains policies to manage compliance requirements with claim handling guidelines and ensure good faith claim handling.
- Utilizes a scorecard to measure and improve vendor performance.
- Identifies staffing needs and works with Claims management and vendors to secure and release vendors as necessary to maintain appropriate staffing levels.
- Maintains strategic relationships with existing and new vendors to service immediate and emerging needs.
- Secure CAT adjusting firm capacity and pre-negotiate terms with IA's.
- Conduct monthly audits of service level agreements, with a focus on quality management and process improvement.
- Act as the California Earthquake Agency liaison.
- Willing to travel up to 50% within California, if needed.
- Adhere to Federal and State laws and regulation.
- Any other duties needed to help fulfill the Associations Mission, abide by the Association's Values and fulfill the Association's Strategic Objectives.

KNOWLEDGE AND SKILLS REQUIREMENTS

- Bachelor's degree or equivalent
- 3+ years' experience in property claims, including experience in large loss property claims
- 2+ years in vendor management
- Fair Claims Settlement Practices Regulations & SIU Certification
- Demonstrated communication skills, both verbal and writing skills
- Proficient with Microsoft Office Suite of Products.