



Claims Director

Responsibilities:

- Ensure timely management of claims cases by setting team expectations and measuring team performance
- Develop and coach Claims Managers and Adjusters by serving as an information resource, providing training in needed areas, and delivering performance feedback as needed
- Assess claims workload and assign cases to teams based on strengths
- Serve as the main point of external communication for the Claims department
- Ensure all relevant cross-functional communication is distributed throughout the claims teams
- Handle stalled high-priority escalations by negotiating a resolution with affected parties
- Addresses customer concerns by answering questions related to damage investigation outcomes and cost estimations
- Ensures that project and department goals are met, milestones are achieved, and budgets are adhered to
- Organize and present claims data to other functional teams to provide insights for contract negotiations
- Partner cross-functionally to provide claims expertise including data presentations, Damage forecasting, etc.
- Manage pending invoice backlog ensuring timely completion

Qualifications:

- 5+ years Management experience required
- Risk Management experience required
- In-depth understanding of state laws and best dig/locating practices required

Required Skills:

- **Time Management:** Ability to organize and plan how to divide your time between different responsibilities
- **Interpersonal Skills:** Ability to interact and communicate with others in a way that builds trust and credibility
- **Leadership:** Ability to influence and guide a group of people toward achieving a common goal
- **Attention to Detail:** Ability to efficiently and consistently focus on all areas of a task or project
- **Adaptability:** Ability to adjust quickly and effectively to changing circumstances
- **Negotiation Skills:** Ability to forge an agreement between two or more parties that is mutually acceptable
- **Delegation:** Ability to effectively assign responsibility for specific tasks from one person to another
- **Prioritization:** Ability to effectively evaluate urgency, impact, and consequences of numerous tasks that need to be completed