



# Claims Manager

## Responsibilities:

- Provides strategic direction to Claims Adjusters by helping navigate and find solutions to complex claim cases
- Leads escalated claims by negotiating a resolution with affected parties
- Collaborate cross functionally with other departments, including internal claims investigators regularly
- Coach and develop Claims Adjusters by serving as an information resource, providing training in needed areas, and delivering performance feedback as needed
- Interacts on weekly basis with operations by communicating claim findings and providing claim metrics and information to help improve operational performance
- Addresses customer concerns by answering questions related to damage investigation outcomes and cost estimations
- Review and assign claims adjuster caseload depending on urgency of existing claims
- Interacts with regional customers on a routine basis and coordinates with Commercial Directors regarding any contract issues or high dollar claims.
- Ensures that project and department goals are met, milestones are achieved, and budgets are adhered to

## Qualifications:

- Risk Management experience preferred
- In depth understanding of state laws and customer contract requirements preferred
- Claims Management System and Excel experience preferred

## Required Skills:

- **Self Management:** Ability to demonstrate self control and an ability to manage time and priorities with little to no supervision
- **Attention to Detail:** Ability to efficiently and consistently focus on all areas of a task or project
- **Accountability:** Taking responsibility for their own actions, their team's actions, and the outcomes of those actions
- **Time management:** Ability to organize and plan how to divide your time between different responsibilities
- **Verbal Communication:** Ability to effectively convey directives, processes, and feedback as well as have difficult conversations with key stakeholders
- **Interpersonal Skills:** Ability to interact and communicate with others in a way that builds trust and credibility
- **Prioritization:** Ability to effectively evaluate urgency, impact, and consequences of numerous tasks that need to be completed
- **Written Communication:** Ability to convey information or ideas through the written word (i.e. email)
- **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