



CLAIMS MANAGER

Work Location: **Remote, Jarvis** | Reports to: **COO** | Full or Part Time: **Full Time**

SCOPE:

The Claims Manager will be responsible for the daily claims operations ensuring a high level of claims performance, service, and customer satisfaction. The Claims Manager is responsible for a team of Auto Physical Damage Adjusters, Casualty Claims Adjusters and Property Adjusters. Working closely with the Chief Operations Officer, this role will also be a key player in building and developing a member-based claims satisfaction survey system as well as fostering strategic relationships with our vendors.

EDUCATION & EXPERIENCE:

- Three-year college or university program in a related field.
- Designation as a Certified Insurance Professional or equivalent work experience.
- Minimum 10 years progressive insurance industry experience, with extensive knowledge in investigating and managing complex claims.
- Minimum of 3 years in a leadership position.

WHAT WILL YOU BE UP TO?

- Coach, mentor and lead a highly motivated team of claims professionals while promoting a culture of continuous learning and career development.
- Proactively support workflow and people resources to achieve company goals and exceed customer expectations.
- Build and maintain appropriate reserving guidelines and ensure case reserves accurately reflect expected claims costs.
- Provide guidance on large loss files for all lines and work with the COO to develop and implement process improvements, exceptional customer

relations strategies and standards to ensure compliance.

- Consult with the COO, as warranted, on large losses and contentious coverage matters.
- Navigate issues and concerns with brokers, agents or policyholders and strive to provide an above average claims experience and superior customer service.
- Monitor a system of monthly internal file audits to ensure files meet claims handling standards and guidelines while working to continuously improve processes and service.
- Develop, monitor, and report to Leadership on a variety of key metrics as they relate to claims.

CORE CAPABILITIES:

- You are an experienced people leader whose satisfaction comes from encouraging growth in others and working with a high-performing team.
- You have superior judgement and decision-making capabilities where situations may be complex allowing you to lead a team with determination and integrity.
- You are an exceptional negotiator and exhibit excellent communication skills including the ability to resolve issues with both internal and external stakeholders.
- You possess an abundance of personal drive and integrity and enjoy gathering all the relevant facts necessary to identify issues and inconsistencies.
- You demonstrate outstanding collaboration and communication skills and have a passion for customer service.

APPLY TODAY