

PROPERTY & LIABILITY CLAIMS SUPERVISOR

The P&L Claims Supervisor is responsible for the direct supervision of claims personnel in auto, property and general liability lines of business for a Member based municipal organization. The nature of the work supervised may include complex and sophisticated matters requiring superior technical skills and strategies. Direct and monitor the assigned claim adjusting and support personnel to ensure the timely, accurate and fair investigation, evaluation and disposition of all claims assigned. Claim outcomes must be consistent with policy terms and conditions, damages and legal requirements. Directly manage and oversee the assigned adjusting and support personnel and assure that they adhere to and comply with prescribed policies & procedures, industry best practice and all other job expectations, regulations and requirements.

RESPONSIBILITIES AND DUTIES:

- Select, develop, motivate, train and retain a competent staff.
- Oversee the training of new employees and ongoing development of existing employees.
- Manages workloads and monitors employee performance via prescribed management reports and quarterly file audits.
- Supervise and monitor staff to ensure compliance with claims procedures and standards.
- Perform quarterly audits review of open and closed files, litigated and non-litigated files.
- Analyze claim reporting, severity trends, changes, and developments in laws and regulations.
- Direct and monitor areas of accountability to produce results which are consistent with policy language, damages and legal requirements.
- Monitor and review the claim to ensure that productivity levels are met, and that desired quality expectations and standards are achieved.
- Review files on diary to ensure reserve adequacy, while providing appropriate file direction to the adjusting staff.
- Monitor loss adjustment expense and take steps to mitigate expenses wherever reasonably feasible.
- Review requests from staff to use vendors and advise or authorize.
- Review coverage questions and provide direction, interpretation and approval.
- Refer appropriate coverage matters to Claim Manager.
- Participate in setting file direction on complicated or high-exposure matters and recommend appropriate reserves on claim files within specific authority and on files requiring reporting to directors, general counsel and reinsurers.
- Ensure appropriate file handling, documentation, and indemnity and expense control for all files within the unit supervised.
- Provide accurate, courteous and timely information to all external and internal customers concerning claim status and other inquiries.
- Coordinate reporting to reinsurers, E&O carrier, accounting and brokers per protocols.
- Serve as a technical resource within the Department through mentoring and knowledge sharing.
- Review coverage correspondence, including reservation of rights and coverage disclaimer letters
- Write and administer timely, comprehensive performance appraisals of assigned staff.
- Take disciplinary action when appropriate in conjunction with HR and the Claims Manager.
- Suggest improvements to processes within the department, or serve on committees, to increase the level and quality of service provided to internal and external customers, i.e. workflow changes, systems upgrades, etc.
- Confer with claim management, claim representatives, and other company personnel to plan, evaluate goals/objectives, resolve problems, and exchange information.

- Monitor and maintain diaries.
- Assume primary or secondary responsibility for strategic functions and projects such as CAT planning/teams, workflow design or systems modifications.
- Respond to Member and Insurance Department correspondence as needed.
- This position may have to directly handle claims, as needed (i.e. – in a catastrophe situation).
- Performs other duties or special projects as required or as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Expert knowledge of the technical aspects of property and/or casualty government claims (including automobile, general liability, subrogation and litigation).
- Demonstrated ability to train and mentor assigned employees in all technical aspects of their job responsibilities.
- Must have and maintain a valid Florida Adjusters license.
- Knowledge of property/casualty insurance claims management processes, systems and regulatory requirements in the State of Florida.
- Knowledge of state and federal court systems and the rules of civil procedure for each.
- Demonstrated commitment to professional development through continuing education related to the job through the attainment of recognized industry designations.
- Highly developed analytical, and negotiation skills.
- Excellent verbal and written communication skills.
- Planning, administrative and supervisory experience.
- Demonstrated ability to exercise good judgment in dealing with professional and personnel situations.
- Ability to establish and maintain effective working relationships with department heads, managers, employees and vendors.
- Maintain an appropriate level of confidentiality of processed information.
- Represents the Company from a public relations standpoint and must conduct one appropriately at all times.
- Proficiency with PC applications including Microsoft Office (Word, Excel & Outlook); Experience with imaging and estimating programs preferred.
- Ability to perform job responsibilities during stressful circumstances.

TRAINING AND EXPERIENCE:

Graduation from an accredited college or university, with a degree in Insurance, Business, or a related field. Four to six years of claims experience in positions of increasingly significant levels of responsibility in the insurance industry. Minimum of three years supervisory experience required. Florida multi-line adjuster license 6-20 is required.

Classification:	Exempt	Dept:	Property & Liability
Reports to:	Claims Manager, P&L	Date:	Revised 4/6/2015
No. of Positions:	2		
Pay Range:	\$70,232 – \$118,294		

If interested, please email Patti Graganella at PGraganella@flcities.com.