

## Job Description

<b>JOB TITLE:</b>	Assistant Vice President – Claims Property
<b>DEPARTMENT:</b>	Brit Global Specialty USA Claims
<b>JOB HOLDER:</b>	
<b>REPORTS TO:</b>	Claims Manager
<b>ROLE CLASSIFICATION:</b>	Exempt, as described in the US Employee Handbook

### Purpose of the Job:

To provide the effective adjustment of BGSU claims. Dealing with clients on claims issues when appropriate, whilst effectively liaising with brokers and third parties in the adjustment of claims in line with company strategy and regulatory and legal compliance.

### Principal Accountabilities:

- Manage the entire claims handling cycle, including independently evaluating potential liability and damages and deciding an appropriate reserving value within agreed terms.
- Manage claims in line with authority limits; investigate applicable law and any regulatory issues.
- Responsibility for resolution of claims, with a discretionary settlement authority as provided in the Service Level Agreement.
- Identify deficiencies in information and understand the justification for capturing specific information.
- To apply the company reserving policy and the standard policy conditions and exclusions where necessary.
- Investigate where appropriate the circumstances of claims under referral.
- Apply basic principles of good practice.
- Offer advice to customers, discussing coverage and evaluating claims.
- Create effective reports, selecting essential, relevant criteria and information to provide to the Executive Vice President, Claims Manager and Underwriters.
- Interpret complex financial reports and insurance performance measures.
- Negotiate with both internal and external parties to a claim, managing risk and ensuring an effective outcome for the customer and Brit.
- Liaise with Defence Attorney's as appropriate in order to manage case litigation.
- Maintain accurate claims records to ensure regulatory compliance.
- Undertake any ad hoc or project work as necessary to aid delivery of BGSU Claims strategic team objectives.
- Travel on behalf of the Company to maintain insured/broker relationships, attend mediations, conferences or other matters, as requirements arise.
- Maintain up to date expertise in claim handling, by amongst other things, reviewing recent case law, attending seminars and keeping abreast of any regulatory developments.

<ul style="list-style-type: none"> <li>• Encourage dialogue with other market practitioners to gain the benefit of market information.</li> <li>• Maintain key relationships with Brokers, TPAs and Risk Managers critical to the on-going success of the business.</li> <li>• Ensure strong working knowledge of Brit policy forms and understand underwriting intent.</li> <li>• Work in line with company strategy, values and objectives</li> <li>• Provide technical support to new colleagues along with training and guidance in respect of the referrals process.</li> <li>• Participate, as needed, in interviewing, hiring, training, and development of additional staff.</li> </ul>
<p><b>Decision Making Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Recommendation of improvements to the claims processes and procedures.</li> <li>• Effective, independent, decision making and problem solving when dealing with technical claims scenarios.</li> <li>• Appointment of approved independent experts as appropriate.</li> <li>• Ability to analyze specialized external reports and recommend appropriate courses of action.</li> <li>• Make judgements and tailor existing practices to new and emerging situations to offer effective solutions.</li> </ul>
<p><b>Education, Qualifications, Knowledge, Skills and Experience:</b></p> <ul style="list-style-type: none"> <li>• 4 year college degree preferable.</li> <li>• AIC or equivalent, or progression towards qualification.</li> <li>• Strong claims adjusting experience, with ability to handle complex coverage issues and high exposure claims.</li> <li>• Experience adjusting both property (preferably in the Public &amp; Non-Profit sector) and marine (inland and ocean) claims.</li> <li>• A commitment to continuous personal and professional development.</li> <li>• Knowledge and understanding of product features, benefits, exclusions and warranties and application to various situations.</li> <li>• Understandings of the legal principles giving rise to subrogation.</li> <li>• Basic knowledge of principles of risk management.</li> <li>• Effective prioritization and organizational skills in order to meet timescales.</li> <li>• Advanced literacy and numeric skills.</li> <li>• Excellent interpersonal and communication skills.</li> <li>• Advanced IT skills, including Microsoft Office with the ability to learn new systems.</li> <li>• Excellent persuasion, influencing and negotiation skills.</li> </ul>

As a term of your employment you may be required to undertake such other duties as may reasonably be required of you in the post and department mentioned above.

**This job description is intended to describe the essential job responsibilities associated with this position. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of the position.**

Signed by the candidate.....

Name ..... Dated .....