

Summary of Position:

The Claims Supervisor is responsible for directly supervising a team of field adjusters/desk adjusters. Responsible for monitoring, resolving and tracking property claims. Serves as the primary resource for the team in resolving issues associated with claims handling.

Essential Job Functions:

- Supervises a team of Claims Examiners to ensure proper claim handling and compliance with client claim guidelines
- Conducts initial reviews of property claims and assigns them to staff
- Evaluates all claims, provides guidance and settlement authority
- Effectively manages loss, loss adjustment expenses and loss reserves for claims assigned within the unit
- Analyzes reports to identify trends and proposes appropriate strategies
- Identifies complex claims/develops strategies and settlement solutions
- Builds relationships with external business partners and exercises independent judgement in dealings
- Performs training to internal staff members as required
- Participates in training and mentoring of external business partners
- Conducts claim file reviews for department
- Performs claims examiner duties as required
- Attends mediations, settlements and legal proceedings as required
- Other duties as assigned, with or without accommodation
- Present a professional and helpful appearance
- Assist in other areas of department or other departments as required

Minimum Requirements:

- Bachelor's degree from a regionally accredited university in associated discipline preferred
- PC Literate with a firm understanding of Microsoft Office Programs
- Previous management or supervisory experience
- Ability to communicate effectively both orally and in writing
- Comprehensive knowledge of Homeowner Policy Coverages and estimatics
- Strong analytical, negotiating and communication skills

Required Competencies:

- Functional/Technical Skills
- Directing Others
- Negotiating
- Motivating Others
- Effective Team Building
- Decision Quality
- Organizing

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees assigned to this position.