

## **Senior Claims Representative**

### **Primary Objective:**

Investigates, evaluates and handles workers' compensation claims of variable complexity through final disposition in accordance with company procedures.

### **Major Areas of Accountability:**

- Serve as dedicated account claims representative to handle all special customer service requirements for assigned large accounts.
- Manage employers' liability claims involving litigation and assist staff or outside counsel with litigation management.
- Evaluate and settle all claims with settlement potential within appropriate authority level and present claims exceeding authority levels to executive authority committees for pursuit and resolution of large exposure claims.
- Resolve unique coverage issues where coverage may involve multiple carriers or claims involving intentional acts, sexual harassment or punitive damages.
- Manage occupational disease claims and any other claims involving extraordinary claim issues.
- Manage personal caseload effectively in accordance with productivity and controllable claim cost objectives.
- Develop cost containment strategies for large claims and make recommendations for productive case outcomes.
- Documents claim files in accordance with quality review standards and completes reinsurance reporting on high exposure claims.
- Approaches job in a conscientious, mature fashion demonstrating a sense of responsibility. Exhibits an ethical manner of conduct and keeps sensitive information confidential. Demonstrates a willingness to contribute whatever is necessary to get the job done.
- Investigate larger, more complex workers' compensation claims, following sound claims handling techniques in accordance with company claim philosophy and quality assurance standards.
- Establishes and maintains appropriate file reserves that accurately reflect file exposure in accordance with company file reserving procedures.
- Provides appropriate level of customer service to agents and policyholders. Complies with all customer service standards. Responds promptly to resolve complaints or claim problems.

### **Education and Experience Required:**

Bachelor's Degree and 4 years of handling workers' compensation claims,

OR

High School Diploma/GED with 8 years insurance claims handling experience, 4 of which being workers' compensation claims.

CPCU, ARM, AIC preferred.

### **Skills Required:**

Solid communication skills  
Presentation skills  
Computer literate  
Mathematics/analytical background  
Ability to exercise good judgment  
Investigation skills  
Negotiation skills  
Problem solving skills