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# Example of Claims Manager Job Description

Our company is growing rapidly and is looking to fill the role of claims manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for claims manager

* Ensure compliance with internal strategies, policies, procedures and knowledge and identify skill or procedural gaps detrimental to the center's operation
* Develop and implement programs that ensure highest level of quality as the department scales to meet growing claims activity
* Identifies training needs and content to address skill gaps
* Monitors call activity statistics and KPIs to include but not limited to queue status, AR, ASA, ACW and AHT
* Presents analysis, reporting and corrective actions to address any performance gaps
* In conjunction with the Group H&S Manager, ensure that all sites are fully aware of their responsibilities regarding Accident Investigation and that they are following the correct procedures accordingly
* Liaise with sites to ensure the provision of accurate and timely information relating to new and ongoing claims
* Provide a strong and supportive management process for liaising with sites to ensure all systems for the retention of information are correct and timely
* Manage and represent the business for on-site visits relating to Claims, ensuring Operations Directors are fully conversant with the Claims details and the reasons for any visits
* Attend quarterly file review meetings with the Solicitors to discuss specific areas of concern and related financial implications

## Qualifications for claims manager

* Demonstrable knowledge of claims handling and procedures
* Adjuster License, ARM or CPCU, preferred
* Requires strong understanding of risk mitigation and claims management strategies, including regulatory and jurisdictional requirements
* Strong familiarity with carrier claims systems and with generating reports
* Proven ability to effectively manage claims prioritize a high volume of complex matters simultaneously
* Strong interpersonal skills and the ability to effectively communicate orally and in writing to management, employees and others outside the organization