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# Example of Claims Manager Job Description

Our company is looking to fill the role of claims manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for claims manager

* Serve as a liaison between insured, carrier, defense attorneys
* Closely monitor litigation status on elevated claim files and provide assistance as needed
* Advocate on the client’s behalf for coverage issues that may arise
* Request and distribute currently valued loss runs for policies prior to renewal and upon request
* Provide detailed loss summaries
* Provide location specific loss letters upon request
* Participate in annual and mid-term claim reviews with client and carrier representatives
* Generate and distribute weekly incoming incident reports in excel format from the claims system to internal staff each Monday for the previous week
* Generate weekly claim reports in excel format for the client each Monday
* Assist with handling renters’ insurance claims per the client’s request

## Qualifications for claims manager

* Ability to cross-train with Risk Analyst
* Comprehensive understanding of all relevant laws and regulations related medical and legal terminology
* Where applicable, passed state licensing requirements for line(s) of insurance handled
* 15 years claims processing, claim appeal, and claim audit experience
* Previous Supervisor/Manager experience in a Managed Care environment
* Medicare/DOI audit experience