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# Example of Claims Operations Job Description

Our company is growing rapidly and is looking for a claims operations. 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 operations

* Serve as process expert to identify and approve process changes impacting the Claim Domain operations
* Leads and manages the M&R Claims Reporting function
* Hires, on-boards, manages and engages a high-performing team of employees with a deep understanding of the COSMOS platform and workflows and SQL Server coding and reporting expertise
* Leads the intake, analysis and translation of data and reporting needs from a diverse, cross-functional business partners requiring accurate and timely information to manage core operations functions and/or support M&R Operations or M&R CAG Business Plan initiatives or Strategic Plan projects
* Implements and drives cross training and succession planning plans to ensure that there is a sufficient pipeline of COSMOS Platform and Reporting subject matter experts to meeting short- and long-term business needs
* Manages staff performance
* Ensuring all SLAs are met and scheduling staff accordingly
* Objective results and office performance
* Working with business representatives to define the project outcomes, aligned to business priorities and Operational plans
* Serve as primary point of contact and liaison with other Global Claims Operations teams supporting North America Claims and non-claims functions to ensure alignment (e.g., Shared Services, Claims TPA/Delegated Authorities, PMO, Quality Assurance, Underwriting, Claims Legal, Accounting, Finance, Tax, Compliance)

## Qualifications for claims operations

* Experience in writing Policies and Procedures, explaining same to staff and developing training sessions to assure the TPA Claims Functionality remains at the highest level of learning and performance
* Claims processing and/or CAS system experience
* Experience training associates on processes
* 5 + years of Health Care experience, Medicaid preferred
* Operational Management / Leadership experience with direct / indirect reports up to 60 Managers and Transaction Processors
* Examples where you implemented process improvements to achieve more desirable results