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# Example of Insurance Supervisor Job Description

Our innovative and growing company is looking to fill the role of insurance supervisor. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for insurance supervisor

* Promotes employee development through effective planning, verbal and written communications, and cross-training
* Effectively communicates objectives to the department, sets action plans and monitors results
* Directs and monitors the day-to-day operations of the Claims Contact Center Customer Service Representatives (CSR's) and Senior Customer Service Representatives (Sr
* Selects, develops and manages a high performance team that supports the Claims Contact Centers
* Trains new hires and/or current employees as needed on new claims systems, product rollout, customer satisfaction, to maintain consistency and adherence to established corporate/department policies/procedures/objectives
* Conducts Quality Assurance (QA)
* Serves on site leadership team to plan and manage the implementation of the Service Organization vision, mission, strategy, and values
* Supervises and evaluates the work of CSR staff
* Promotes employee development through effective planning, verbal and written communications, and cross-training initial orientation
* Uses the objective setting and performance evaluation process to ensure employees understand the expectations, receive regular feedback, and are appropriately rewarded

## Qualifications for insurance supervisor

* Excellent interpersonal skills to communicate effectively and diplomatically with staff, and internal and external customers in a courteous manner, both in person and over the telephone, with attention to detail in resolving issues in unfamiliar or unusual payor/customer situations
* Collaboration skills (including active listening skills, presentations skills) and proven ability to work effectively in a diverse, inclusive organization and environment
* Maintain files in a logically organized fashion
* Skill in performing all daily tasks independently, while working as part of a team, within a demanding environment that requires the ability to effectively multi-task
* Ability to accept and carry out oral and written instructions accurately
* Excellent skill in performing under the stress of frequent interruptions and/or distractions