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# Example of Manager, Claims Job Description

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

## Responsibilities for manager, claims

* Oversee and direct the day-to-day management of the claims program to ensure the proper and efficient handling of claims, gathering of information on claims for both record keeping and loss forecasting purposes, and estimating the financial value of the claim
* Ensure that coverage analysis and decisions regarding extension or denial of insurance coverage are appropriately evaluated and communicated to Management
* Responsible for the implementation and practice of all claims handling guidelines and directives outlined in the Special Service Instructions (“SSI”) with the third-party administrator (“TPA”)
* Manage and set strategy for annual motor vehicle program
* Responsible for post loss reduction techniques such as salvage, subrogation and rehabilitation
* Special projects, tasks and duties as assigned by Management
* Will be responsible for managing/leading a team of 3 individual contributors while also assuming a leadership role in cultivating an innovation mindset across USCM Claims
* Manage and increase the effectiveness and efficiency of Client Services through improvements to each function coordination and communication between support and business functions
* Monitors the accuracy, completeness, & the appropriateness of billings
* Work with HR Services to "automate" WC claims reporting such that the MyHR system connects with Zurich's WC claims reporting system seamlessly

## Qualifications for manager, claims

* Insurance basics with Medical products
* 4 year college degree is a must, a Business related field is highly preferred
* ARM, CPCU, AIC preferred by not required
* Proficient in use of Risk Management Information Systems
* Proficient in use of Microsoft Excel, Word, PowerPoint
* Requires full knowledge of claims processing and working knowledge of another functional area