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# Example of Manager, Claims Job Description

Our company is looking for a manager, claims. 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 manager, claims

* Highlight areas of improvement and cost control regarding Claims Management
* Manage the claims process in order that trends and weaknesses within the business are highlighted and learned from
* Delivery of a quarterly Claims Report for the attention of Site Directors and the plc Board
* Facilitate the delivery of training across the business regarding the implementation of any changes relating to Claims and assisting with the delivery of continuous improvement and preventative actions
* Possessing and applying a thorough understanding of all major classes of insurance in response to broker and client enquiries, managing the claim process and preparing claim submissions to Insurers
* Ensuring that appropriate claims management strategies are developed and implemented on all complex/large claims
* Developing and maintaining relationships with insurers, solicitors and adjusters
* Identifying and monitoring the accuracy and performance of team members, to assist the State Claims Manager to take necessary corrective action ensuring performance and services continue to meet client and Company expectations
* Building technical and non-technical expertise and skills of team members by identifying development needs, attending internal and external learning events and mentoring and coaching team members in conjunction with the State Claims Manager
* Conduct internal reviews in coordination with defense counsel, insurance representative and claims committee member

## Qualifications for manager, claims

* Experience in project management, with experience in managing across a multi-dimensional organization
* Solid, analytical, organization, communication and presentation skills, with experience and comfort presenting to executive leadership
* Strong record of results from prior roles
* Demonstrated ability to manage and drive a culture of customer-centricity
* Familiar with P&C insurance a plus
* Licensed Claims Adjuster for 5+ years, with a current Texas Adjuster's License