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# Example of Supervisor Claims Job Description

Our growing company is searching for experienced candidates for the position of supervisor 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 supervisor claims

* Responsible for overseeing Total Loss/Theft/Fire claims in all territories
* Ensures consistent and high quality service levels
* Reviews files with adjuster for authority
* Defines team goals and communicates those goals to assigned staff
* Coordinates problem resolution between internal/external customers
* Actively lead projects geared toward improving claims handling performance
* Develops or ensure development of action plans, specifications and prepares cost / benefit analysis related to organizational or process improvement recommendations
* Leads team involved with system enhancements or changes related to claims processes, including coordination with IT
* Participates in quality assurance processes to insure compliance with appropriate Company, regulatory and legal requirements
* Leads research for new technologies and/or vendor options that leverage automation solutions to improve productivity

## Qualifications for supervisor claims

* Working experience in life insurance environment will be an added advantage
* Must have experience investigating and analyzing increasingly complex claims through settlement, arbitration or trial
* Directs and controls claims file creation, analysis, investigation, reserving, reporting and disposition of all claims within his/her settlement authority
* Responsible for the analysis of metrics and results
* Maintains awareness of all applicable state and federal regulations
* May be responsible for field office audits and audit procedures