Our innovative and growing company is looking to fill the role of claim manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for claim manager

- Ensuring that all the work deliverables are dealt with in line with the agreed terms and Service Line Agreements as agreed with the UK stakeholders
- Evaluating, developing and implementing of productivity metrics for the business clearly outlining the individual and team utilization
- Reporting and management of potential key issues for our client including identification of risks and making relevant recommendations to address the risks
- Ensuring that the required service levels are monitored and achieved by the team
- Managing attrition and planning for contingencies
- Identifying process issues/ opportunities for improvement and consult with the Service Delivery leaders to gain agreement
- Demonstrating and creating a culture of open, proactive, transparent communication between teams
- People management, performance management, team management and stakeholder management
- Working with the recruitment team for logistics related to conducting interviews and Coordinating for logistics seating, VOIP, IT
- Ensures that claims are adjusted and processed correctly according to established loss adjustment guidelines

Qualifications for claim manager

- Provide presentation and metric analysis/reporting support to management/teams
- Provide leadership, direction and supervision to a team of Unemployment Insurance Consultants (UIC's), Unemployment Claim Specialists (UCS's), Unemployment Hearing Consultants (UHC's), Unemployment State Consultants (USC's), associated Team Leads and/or other supporting claims personnel
- Conduct annual evaluations of team members and provide feedback and monitor departmental performance
- Demonstrated ability to analyse data fand develop appropriate presentations for various audiences
- University degree (Administration, Engineering)