



# Example of Claim Manager Job Description

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Our innovative and growing company is looking for a 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

- Evaluate and develop staff for potential succession and bench strength
- Participate in developing and managing budget, retention and revenue goals
- Manages asset resources including new hire access/deletions, set up of loaner laptops and new computers, and management of associate equipment refreshes
- Manages user management system applications
- Technical support to LOB partners facilitating problem resolution on escalated issues and providing timely and proper guidance and support to the administrative team and business partners
- Recognizing and addressing service-related trends for improved customer experience
- Oversight of financial controls and regulatory compliance including maintenance of line of business authority levels and ensuring timely and proper financial processing
- Potential to manage small team of Technical and Support Assistants
- Coordinate meeting set up for LOB partners and visitors
- Manage office email distributions and shared drives

## Qualifications for claim manager

- Some experience in quantity surveying and/or site contract management
- 5+ years of related IT or systems/application configuration experience, including systems design, coding, and testing

- Demonstrated thorough understanding of property policy language, coverages and underwriting intent
- Has the ability to recognize developing problems/conflicts and ability to avoid or resolve same
- University Degree or professional qualification in insurance or related disciplines