

Position Description

Job title	<i>Casualty Claims Supervisor</i>
Reports to	<i>Claims Manager</i>

Position Summary

The Casualty Claims Supervisor is responsible for the leading, directing, and coaching Casualty Claims Adjusters in handling of a variety of Auto Property Damage (PD) and Auto Liability claims on Personal, Farm and Commercial lines of business. This position also leads our Auto Desk Appraiser when handling appraisals and negotiations with collision repair facilities.

Primary Responsibilities

- Exceed customer service expectations on claims handling, including frequent communications
- Lead Casualty Adjusters to assure claims:
 - Have policy language interpreted and applied properly
 - Have accurately assessed liability for auto and general liability claims
 - Have thorough and complete liability investigations
 - Have well negotiated settlements
 - Are reserved timely and accurately
 - Are properly investigated for potential fraud
 - Are properly pursued for subrogation and/or contribution
 - Have complex information (coverage, decisions, outcomes, etc.) conveyed well to all appropriate parties, maintaining a professional demeanor in all situations
 - Have proper and timely written communications to insureds, claimants, attorneys and agents, including Reservation of Rights and Denial letters
- Routine Supervisor Diary Reviews – every 28 days on open files
- Supervise internal Auto Desk Appraiser for accurate auto estimates
- Properly utilize and manage CCC estimating and CCC Open Shop for quick and accurate evaluations of automobile damages
- Assign claims and balance workloads amongst adjusters
- Review all denial letters for approval and send denials out via CS Team
- Review payment requests above adjuster authority and process for approval (within Supervisor authority)
- Handle disputes/complaints with policyholders; escalate to manager as needed
- Conduct ongoing training and process improvement
- Assist with yearly performance review for each Casualty Adjuster
- Able to generate system reports on operational performance then analyze and act on the reports' results
- Stay current on insurance topics, technologies, and trends
- Part of the on-call rotation for after-hours' emergency claims as a Supervisor (2nd level)
- Other duties as assigned

Minimum Qualifications

- Bachelor's degree or equivalent insurance-related experience
- Prior management experience a plus
- 7+ years of auto and general liability claims handling experience. Commercial claims' knowledge a plus
- Excellent customer service skills
- Insurance designations a plus (AIC, ARM, CPCU, etc.)
- Strong writing skills - able to draft professional correspondence to attorneys and claimants
- Strong problem solving and decision-making skills
- Strong PC skills including Microsoft Office

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- History of generating reports or data for analysis a plus
- High level of organizational, reasoning and listening skills
- Ability to manage time effectively and work independently with little supervision
- Multi-task oriented as well as detail oriented
- Ability to work in a team environment
- Ability to create positive and collaborative working relationships
- Excellent communication skills (written and verbal)
- Willing and able to travel, work after normal business hours and adjust schedule as may be required by circumstances, including on-call rotation.
- Ability to stay positive and professional as workloads fluctuate
- Reliable

Working conditions

This position may be performed at the company headquarters in a traditional office environment full-time, at employee's remote office full time, or a hybrid schedule of part-time at the company headquarters and part-time at employee's remote office. This role routinely uses standard office equipment such as computers, phones, printers, and filing cabinets.

Physical requirements

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. This position will frequently be required to sit, stand, walk, stoop, kneel, crouch, use hand to finger, handle or feel, and reach with hands and arms. This position also requires the ability to lift 25 lbs. occasionally. Specific vision abilities required by this position include close vision, color vision, peripheral vision, and the ability to adjust focus. The noise level in the work environment is usually moderate.

Direct reports

Claims Auto Desk Appraiser, Casualty Claims Associate Adjuster, Casualty Claims Adjuster, Senior Casualty Claims Adjuster

Note

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employees for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to health and safety to themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship. Duties, responsibilities, and activities may change at any time with or without notice.

Equal Employment Opportunity Statement

Wayne Mutual Insurance Company provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

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Signatures:

Approved by Management:	
Approved by HR:	
Date:	

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee:	
Date:	