



Position Description

Job Position Title: Claims Production Manager
Reports To: Vice President of Claims
Department: Claims

Position Summary:

Responsibility for the Claims Department workflow and adjuster activities. Ensures uniform quality of claim handling, accuracy of reserves, delivery of claim service, and management of claim financial outcomes, including maximization of recovery through SIF and subrogation.

Essential Functions:

- Managing the day-to-day operations of the Claims Department
- Develops expertise of staff through mentoring and technical guidance
- Produces efficient and effective claim outcomes through internal claims review process
- Supervises adjusters to ensure delivery of claim outcomes at a reasonable cost, avoidance of litigation whenever appropriate, and aggressive management of high exposure claims
- Effectively controls loss costs
- Ensures adequacy of reserves through continuous review and analysis of open claim inventory
- Develops and implements one-on-one and group training strategies for adjusters through deficiencies identified by quality review process
- Works with Information Systems to develop and implement claims system enhancements
- Assures delivery of superior customer service
- Chairman of Claims Committee
- Provides a monthly update report on critical metrics to the Vice President of Claims

Additional Responsibilities:

- Day-to-day supervision of quality control of claims operations, including claims evaluation, adjustment and customer service in accordance with agreed quality and production standards
- Work with claims adjusters to establish strategies and resolve claims, including attendance at mediations as necessary
- Maintaining good, professional working relationship with superiors, peers, subordinates and other department managers and personnel
- Works with the Subrogation Analyst to maximize all recoveries on eligible claims
- Timely processing of claims and compliance with industry fair claims practices and applicable state regulations concerning the processing of claims
- Actively works with adjusters to set annual performance goals and accountability for results
- Communication of department metrics to adjusters individually and as a group
- Performs other duties as may be assigned

Knowledge, Skills, and Abilities:

- Prior experience in insurance claims activities
- Extensive knowledge of claim procedures
- Knowledge of departmental regulations and policies

- Intermediate computer skills and knowledge of automated systems
- Strong analytical skills with an attention to detail
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines and standard accepted underwriting practices
- Excellent verbal and written communications skills
- Strong people and operational management skills

Training and Experience/Minimum Qualifications

- Must have Louisiana workers compensation claims experience, other state experience also preferred
- Bachelor's degree
- 7-10 years related experience in field
- 5+ years in supervisory capacity
- High School graduate or GED with 10+ years related experience in field
- Associated classes or courses and/or industry license, or designation (P&C/L&H)

Working Conditions

- Normal office environment
- May visit agents