

Position Description

Job title	<i>Complex Claims and Litigation Manager</i>
Reports to	<i>Claims Vice President</i>

Position Summary

The Complex Claims and Litigation Manager is responsible for leading proactive management of liability, injury, and litigated claims as well as Medicare compliance in the Claims Department. The Complex Claims and Litigation Manager is responsible for leading the ICCU (Injury and Complex Claims Unit) in resolving a variety of injury and complex liability claims on Personal, Farm and Commercial lines of business as well as handling a limited inventory of claims of their own. The position is also responsible managing relationships of external defense counsel and management of legal expenses. The Complex Claims and Litigation Manager will also be responsible for Medicare compliance as all injury claims, including Medical Payments claims, will be within the ICCU.

Primary Responsibilities

- Exceed customer service expectations on claims handling with our policyholders and our agents
- Lead the Casualty Injury & Complex Claims Unit (ICCU) to assure claims:
 - Have policy language interpreted and applied properly
 - Have accurately assessed liability for liability injury and property 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
- Supervises all litigated files for Claims Department and directly handles a small workload of own files
- Continually update and improve the litigation strategy to control expenses, defend our insureds properly and assure accurate settlements on litigated files
- Conveys complex information (coverage, decisions, outcomes, etc.) to all appropriate parties, maintaining a professional demeanor in all situations
- Creates proper and timely written communications to insureds, claimants, attorneys, and agents, including Reservation of Rights and Denial letters
- Manages and maintains an external Defense Counsel panel as well as develops strong relations with Defense Counsel
- Collaborate with attorneys and adjusters on valuing difficult claims
- Stay current on insurance topics, technologies, and trends
- Available for after-hours severe casualty claims' response
- Other duties as assigned

Minimum Qualifications

- Highly customer service focused
- Bachelor's degree or equivalent insurance-related experience
- 10+ years' experience handling Auto and General Liability claims
- 2+ years of prior claims management/supervision experience
- 5+ years of complex claims and claims litigation experience
- Commercial Lines claims' experience necessary
- Extensive attorney-represented and non-attorney represented claims handling experience
- Strong writing skills - ability to draft professional correspondence to attorneys and claimants
- Strong problem solving and decision-making skills
- Strong PC skills including Microsoft Office
- High level of organizational, reasoning and listening skills

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- 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, occasionally outside normal business hours (for mediations, court dates, examinations under oath, etc.)
- 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 one's remote office full time, or a hybrid schedule of part-time at the company headquarters and part-time at one'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 up to 25 lbs. occasionally. Specific vision abilities required by this position include close vision, color vision, peripheral vision, and the ability to adjust focus. This noise level in the work environment is usually moderate.

Direct reports

Casualty Complex Claims Specialists and Casualty Claims Adjusters (BI only)

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 employee 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 the health or 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 opportunity in all of our employment practices to all qualified employees and applicants without regard to race, color, religion, gender, national origin, age, disability, marital status, military status, genetic disposition or any other category protected by federal, state and local laws. This policy applies to all aspects of the employment relationship, including recruitment, hiring, compensation, promotion, transfer, disciplinary action, layoff, return from layoff, training and social, and recreational programs. All such employment decisions will be made without unlawfully discriminating on any prohibited basis.

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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:	