

Position Description

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

Position Summary

The Property Claims Supervisor is responsible for the leading, directing and coaching Property Claims Adjusters in handling of a variety of Property claims on Personal, Farm and Commercial lines of business.

Primary Responsibilities

- Exceed customer service expectations on claims handling, including frequent communications
- Lead Property Adjusters to assure claims...
 - Have policy language interpreted and applied properly in a claim
 - Are properly and accurately assessed; including, but not limited to structural damage, other structure damage, contents evaluations, additional living expenses and/or loss of income
 - Have accurate repair estimates written on structures using industry estimating software
 - 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 correspondence to policyholders, attorneys, and public adjusters, including Reservation of Rights and Denial letters
- Assign claims and balance workloads amongst adjusters
- Conduct routine Supervisor Diary Reviews – every 28 days
- Able to generate system reports on operational performance then analyze and act on the reports' results
- Oversee large, complex Property losses
- Assist in vendor management to control Loss Adjusting Expenses
- Assist with storm-duty management
- Coach and mentor property claims adjusters
- Stay current on insurance topics, technologies, and trends
- Occasionally handle directly- assigned claims
- Part of the on-call rotation for after-hours' emergency claims.
- Other duties as assigned

Minimum Qualifications

- Bachelor's degree or equivalent insurance-related experience.
- Prior management experience a plus.
- 7+ years of Property claims handling experience. Farm and Commercial claims' knowledge a plus.
- Strong estimate-writing skills in an estimate tool (ex: Symbility, Xactimate, etc.).
- Insurance designations a plus (AIC, ARM, CPCU, etc.)
- History of generating reports or data for analysis a plus
- Excellent customer service skills.
- Able to supervise remote Claim Adjusters (i.e. - working out of their homes)
- Strong writing skills - able to create professional correspondences to policyholders, attorneys and public adjusters.
- Strong problem solving and decision-making skills.
- Strong PC skills including Microsoft Office.
- 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.

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- Ability to work in a team environment.
- Ability to create positive and collaborative working relationships.
- Excellent verbal communication skills
- 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 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. This position is regularly required to talk or hear over the phone or in a face-to-face conversation. This position will occasional 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 climb a ladder to access roofs and lift up to 60 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

Field Property Claims Adjusters, Senior Field Property Claims Adjusters

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, employees 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 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:	