

INSURANCE AND CLAIMS MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This is work which involves a responsibility for researching vendors to provide various types of insurance coverage such as general liability insurance, public officials' insurance, boiler & machinery insurance, crime policy insurance, etc. for a large municipality. The work also involves the review of specifications as well as policies and certificates of bid responders. In addition, the incumbent will track current insurance policies, and make sure that certificates are renewed in a timely manner. The work is performed under the general supervision of the Town Supervisor, Director of Finance and Town Attorney. Does related work as required.

TYPICAL WORK ACTIVITIES:

Reviews insurance requirements as put out to bid and checks policies and certificates submitted to make sure that they meet bid requirements prior to award of bid;
Tracks projects after bids are awarded to ensure that policies and certificates are kept current during the life of the project;
Reviews current insurance policies and certificates for adequacy in terms of limits of coverage, exclusions, expiration dates, etc. and requests new certificates or policies as needed;
Notifies department heads of insurance lapses for projects within their purview and makes sure that projects cease while insurance coverage is resolved;
Coordinates the recovery of costs and settlement of claims either on own or through insurance companies in order to save money for the Town;
Follows up on claims being handled by the Town's insurance administrators;
Prepares and maintains a variety of reports including spreadsheets to track active and closed claims and notifies Town Attorney and Town Clerk of same;
Gathers information concerning cases in a timely manner and keeps records and files of same;
Reviews estimates and makes recommendations concerning proposed settlements on cases which do not involve personal or bodily injury;
Makes decisions on which claims to forward to insurance administrators and which must be settled;
Takes part in yearly solicitation of insurance vendors by soliciting proposals, getting lists of properties and vehicles, evaluates proposals and recommends cost-saving coverage;
Requests certificates of insurance as appropriate and maintains files of same;
Prepares letters, memoranda and other correspondence as needed;
Works with Town's Safety Manager to compile and interpret the loss history for risk management purposes and suggests plans of action to address trends and works to implement same.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of municipal insurance liability and coverage; good knowledge of insurance coverage evaluation and reporting; good knowledge of claims and litigation management and resolution; ability to interpret and evaluate proposals for insurance coverage and claims liability; ability to read and interpret written documents; ability to communicate both orally and in writing; ability to utilize word processing programs such as Word and Excel*.

(over)

MINIMUM QUALIFICATIONS: A Bachelor's degree or higher and five (5) years of paid work experience which included, as a major portion of the work**, working with municipalities on casualty claims adjustment, evaluation and negotiation of liability claims, and claims and litigation preparation, management and resolution.

*To be demonstrated during the probationary term.

**A major portion of the work is defined as 50% or more of the work time.