

Open Position: Claims Operations and Services Supervisor

Location: Boston

Job Type: Full-Time, Hybrid

Salary Range: \$79,100-\$98,700

Massachusetts Property Insurance Underwriting Association is seeking a Claims Operations and Services Supervisor to join our Claims Department.

This position is responsible for supervising the Claims Services staff, which includes coordinating and delegating work assignments, monitoring volume and providing assistance and direction to TPAs, third party vendors, independent adjusters and other personnel within the Association. This position is also responsible, in consultation with the Claims Manager(s) and the Vice President of Claims, etc., for participation in the planning and the implementation of all Claims Department functions, operations and services.

#### JOB REQUIREMENTS:

This position requires a college degree or five or more years of previous claims or underwriting experience and the completion of related insurance courses is required. Strong supervisory and interpersonal skills, as well as the ability to exercise discretion and confidentiality in personnel matters are essential. In addition, this position requires strong written and verbal communication skills, the ability to exercise good judgment in stressful situations, as well as the ability to work independently and to prioritize responsibilities. This position requires the ability to learn new systems and products as they are made available. Experience in underwriting and/or claims practices and procedures is necessary.

#### RESPONSIBILITIES:

This position also assists, in consultation with the General Adjusters, Claims Managers and the Vice President of Claims, in participation of the planning and the implementation of all Claims Department functions, operations and services. Those above-described duties include, but are not limited to:

- Responsible for the planning and organizing of the Claims Administration Unit to include coordinating development and training through internal training procedures.
- Responsible for interviewing perspective job applicants for all Claims Administration Unit staff.
- Responsible for training and development of all employees within the unit on Claims Department procedures and Infinity screens.
- Manages the accurate recording of attendance including electronic time cards and time off requests for all direct reports.

- Responsible for conducting employee performance appraisals and salary recommendations to Management.
- Conducts disciplinary proceedings in conjunction with the Association's established guidelines.
- Responsible for the delegation and coordination of workflow in the processing of claims.
- Supervision of quality control systems for CSR handling of claims calls and system processing of Claims information.
- Responsible for the coordination of all claim files within the ImageRight system including assuring that all claims documents and notes are promptly and accurately filed into the correct ImageRight files and subfiles and maintaining the interface between ImageRight and the new XactAnalysis system.
- Provides support through telephone and email contact to adjusters, agents, brokers, and insureds.
- Responsible for ordering supplies for the Claims Department.
- Assists in the semi-annual Claims Department Reserve Audit.
- Monitors and manages after-hour escalated claim assignments from Call Center.
- Assists in the collaboration with the Financial and IS Departments with system testing and enhancements to existing standards and procedures.
- Participates in catastrophe planning and business continuity planning and testing.
- Responsible for preparing and conducting annual performance appraisals and recommending salary increases for the Claims Administration Staff.
- Develops educational programs and tutorials on Claims Systems at the direction of the Vice President Claims for Outside Vendors, Auditors and Supervisors, Underwriters and the Association's employees including Consumer Service Representatives, as well as inter-departmental training.
- Daily intradepartmental collaboration ensuring seamless handling of claims which is critical to the overall performance of the Department.
- Continuous collaboration both intra/interdepartmental development of web forms, workflows and procedures.
- Maintains records of CAT statistics and PCS supporting documentation.
- Reviews and edits workflow documentation for the Claims Department.
- All other duties and projects as assigned.

We offer an excellent benefits package, a matching 401(k) program, pension, a hybrid work schedule and we are conveniently located in Government Center.

For more information about Massachusetts Property Insurance, please visit our website at [www.mpiua.com](http://www.mpiua.com). Interested applicants should send resumes via e-mail to [hr@mpiua.com](mailto:hr@mpiua.com) or by fax (617) 209-1072. We are an Equal Opportunity Employer.