



Open Position: Property Field Manager

Location: Hybrid

Job Type: Full-Time

Starting Salary: \$138,600 - \$208,700

Massachusetts Property Insurance Underwriting Association is looking for a Property Field Manager to join our Claims department. This position reports to the Director of Claims and supervises the outside Claims Adjusters/Property and Desk Adjusters.

This position is responsible for the direction, training, supervision and periodic evaluation of the Association's outside Adjusters/Property and Desk Adjusters in both Massachusetts and Rhode Island. Also responsible for the inspection, investigation and settlement of the Association's large property claims, including the timely evaluation, negotiation and equitable settlement of those claims in accordance with the terms and conditions of the policy contract.

JOB REQUIREMENTS:

This position requires a bachelor's degree or equivalent experience in addition to formal training in construction modes and knowledge of building codes. Extensive prior claims adjusting experience is necessary, including a thorough knowledge of property coverages, policy interpretation and legal climates. Must maintain an up-to-date comprehension of changes within the insurance industry. Strong verbal and written communication skills are needed to communicate with colleagues, clients and/or vendors and an ability to express ideas and concepts clearly is required. Must have a willingness to work as part of a team, sharing information and learning from colleagues. Strong analytical skills and a high level of accuracy and attention to detail are crucial. Must be able to work independently, have computer proficiency and maintain confidentiality. Must have a working knowledge of estimating software programs, and computer proficiency is required.

- Oversee, train and provide quality assurance of the property adjusters; coordinates the property adjusters' workflow.
- Participate in the catastrophe planning of the Claims Department and the training and education of catastrophe adjusters.
- Assist the VP of Claims in negotiating salaries, promotions and hiring of new staff property adjusters. Provide recommendations for corrective action resulting from unsatisfactory job performance.
- Investigate, examine, adjust and settle larger property claims. Provide recommendations to the Underwriting Department with respect to coverage.

- Provide support to staff adjusters in resolving difficult claims, complaints, coverage questions and estimation of value.
- Analyze claims data to identify trends, prepare reports, and recommend improvements to the claims process.
- Disseminate training materials, building trade information, labor and materials costs, and all other information pertaining to Association policies and standards, as well as updates on legal and insurance industry developments.
- Consult with fire and police departments, contractors and investigators to promote cooperation and to ensure prompt and accurate settlement of claims.
- Control expenses consistent with company procedures.
- All other duties and projects as assigned.

ACTIVITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS:

To complete the essential functions of this position in a complete and timely fashion, the person must be able to:

- Must be able to remain in a stationary position 100% of the time.
- Needs to occasionally move about the office to access documents, office machinery, interact with team members, attend meetings, etc.
- Operate a computer and other office productivity equipment as needed to meet the requirements of this position.
- Read and create both physical and electronic documents.
- Effectively communicate with employees, customers, vendors, and other internal and/or external business partners on the telephone, in writing and in person.
- Think analytically, concentrate on assigned tasks, observe, and remember detail, and make decisions sufficient to meet the requirements of this position.
- Ability to travel as needed to meet the requirements of this position.

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

For more information about Massachusetts Property Insurance, please visit our website at www.mpiua.com. Interested applicants should send resumes via e-mail.

We are an Equal Opportunity Employer. The Association will give fair and equal consideration to all applicants regardless of race, color, religion, sex, marital status, parental status, national origin, ancestry, sexual orientation, gender identity or expression, pregnancy or pregnancy-related conditions, military service, veteran status, age, disability, genetic information, natural or protective hairstyle, prior psychiatric treatment, use of family and medical leave, or any other characteristic protected by relevant federal, state and local laws, except where a good faith occupational qualification applies.