

ASSISTANT VICE PRESIDENT - CLAIMS

POSITION SUMMARY:

The Assistant Vice President of Claims is responsible for leading and motivating the managers and staff of the Auto and Subrogation Claims Unit within the Claims organization. The large unit is comprised of auto physical damage, first/third party injury, and subrogation. The Assistant Vice President will execute programs to ensure fair and appropriate handling of Claims while maintaining high service and performance standards. They ensure their unit follows regulations and Company policy. The Assistant Vice President of Claims serves as a leader who positively influences their unit to adapt to change, creates an environment of teamwork, and entrepreneurial spirit. Provides technical direction to their unit and others in the Claims organization. As a member of the leadership team, the Assistant Vice President will interact throughout the organization to ensure their division contributes to the long-term success of Quincy Mutual Group. The Assistant Vice President of Claims sets the desired environment through demonstrations of accountability to the results and perception of the division, professionalism in all interactions, owns their personal development, and displays humility toward improving their performance and contributions to the Company.

PRINCIPAL ACCOUNTABILITIES:

Planning and Development

- Commits to establishing the short- and long-term direction for their unit based on vision set by VP of Claims, accurate data, personal observation, known competitive advantages, set business goals, available resources, and provided budget.
- Exhibits strong technical knowledge through effective communication delivery methods and appropriate outcomes.
- Maintains a pulse on loss costs, adjusting with efficiencies and oversight.
- Possesses the ability to navigate through prioritization of strategies, initiatives, objectives and projects by providing specific plans to close gaps and adjusting course, when appropriate.
- Establish realistic goals in connection with corporate objectives that ensure the department supports overall growth and profitability.
- Designs standards and metrics to ensure that loss cost goals are achieved while ensuring that quality and service standards are maintained and enhanced.
- Partner with Underwriting Leadership to ensure continuous two-way communication relating to claim advisories, coverage issues, and staff development.
- Partners with Compliance & Quality in the development and support of the quality assurance and training team.
- Ensures needs are clearly communicated with Quality Assurance Manager and trainer resulting in desired outcome.
- Takes responsibility for providing training and reinforcing necessity to learn and implement new information from learning opportunities. Holds unit accountable for attending all training opportunities.
- Assesses performance of subrogation efforts and results, addressing deficiencies and gaps, celebrating year over year improvement in recoveries and defensive successes.
- Ensures all potentially fraudulent activity is reported to the Special Investigations Unit.

Unit Oversight

- Ensures appropriate processes are followed for accurate and consistent reserving and claim settlements. This includes timely and appropriate resolution of demands, handling total losses, answering complaints, and adjudication of claims.
- Holds large loss meetings to ensure proper review and consideration of large / complex claims and to provide a training opportunity for staff and emerging leaders.
- Creates collaborative relationship with Quality Assurance and Trainer to support appropriate training and corrective action to quality assessments.
- Creates an environment where collaboration, innovation and modernization are welcomed from every perspective, stewarding ideas and recommendations through the proper channels to provide the utmost support for the needs of their division, customers, and agents.

- Ensures all Company policies are followed, leveraging individual differences to champion a diverse, inclusive, caring, and trusting work environment for all.
- Decisions demonstrate inclusive behavior, driving a teamwork approach to accomplish goals and the success of the Claims organization.
- Identifies and aligns resources for their division, maintaining accountability responsibilities that establish clear and consistent processes, procedures, expectations, and a sense of urgency aligned with the vision and goals of the Claims organization.
- Identifies and manages concerning performance or personnel issues in a proactive manner, collaborating with the VP of Claims and Human Resources when appropriate.
- Effectively responds to concerns and complaints with a solution mindset, learning from each encounter for the benefit of the Company and others.
- Able to understand the vision from multiple perspectives, adapting communication & actions to guide others.
- Supports the entire vision, generating buy-in across their unit.
- Effectively communicates strategic concepts and operational objectives, incorporating qualitative and quantitative information to convey a compelling narrative for others to learn, be inspired and act.
- Seeks to fully understand others, assessing recommendations and situations to appropriately acknowledge and bring those aligned with the vision and goals of the division, Claims organization, and Company.
- When confronted with negativity, lack of accountability or integrity, able to refocus the situation on a productive and corrective path.
- Works with Auto claims managers and outside counsel on claims coverage issues, including investigations of complex liability and alternative dispute resolution.
- As a role model, provides the unit with standards of behavior in situations involving challenge or disagreement. Demonstrates great resilience, grace, and a solution-based way of resolving matters and moving forward together.

Team Development

- Hire, develop, and manage staff to create an engaged, motivated, high performing results-oriented team.
- Create and maintain a positive culture that promotes empowerment, encourages staff to challenge the status quo and identify areas of improvement, and fosters an entrepreneurial spirit.
- Assess existing employees' skills and competencies ensuring talent is aligned with company's strategic vision.
- Drive learning and development through working with officers, managers, and staff to identify strengths and development needs of individuals and the department. Regularly discuss plans, encourage career development opportunities, and champion initiatives for staff growth.
- Develops and maintains positive relationships and consistent communication with Company leadership, utilizes interactions to produce confidence in the Claims organization.
- Provides unit with guidance, training, tools, and resources connecting the purpose of their work to the goals of the Company and Claims organization.
- Engage with company leadership to understand top talent across the organization, engage with top talent and actively promote opportunities for cross department development.
- Works with other leaders and subject matter experts to determine gaps, solutions to fill them, and the appropriate delivery method.
- Creates opportunities to reskill, upskill and cross-train others, actively seeks to attract internal and external talent to the Claims organization.
- Highly values the incremental improvements and sustained success of others, championing the efforts to demonstrate timely, equitable and appropriate recognition for their achievements.

Technology, Reporting, and Analytics

- Through observation, feedback, and analysis of data, proactively identifies opportunities to improve performance, creating and implementing sound tactics to resolve the gap.
- Demonstrates solid critical thinking skills, able to positively influence others through facts and genuine relationships.

- Thoroughly supports organizational change to bring about consistent, positive experiences for Claims division, customers, and agents.
- Identifies and recommends appropriate technology to support accurate and efficient claims handling and reporting.
- Stays abreast of industry trends and standards to ensure claim platform evolves to meet the needs of the organization, and our agents/insureds.
- Creates regular reports for unit and senior leaders, displaying activities, outcomes, and key performance indicators that track results against objective goals.
- Develop and implement digital dashboards and metrics to improve staff awareness of performance and areas requiring stronger attention to claim processing.
- Provides leading practices updates to Compliance & Quality pursuant to observations, feedback, or audit findings.
- Utilizes data from various sources to compile and analyze trends and behaviors to support their recommendations.
- Creates a cost benefit analysis providing the substantiation of requests for deviations to budgeted items, including staffing, vendor usage, projects, and IT hours.

Vendor Management

- Conducts annual audits of outside adjusters, involving a diverse and objective team to assist in providing detailed reports and recommendations to the VP of Claims.
- Manages independent adjuster supervisors to monitor, direct, measure performance, and resolve any matters with independent adjusters and appraisers.
- Monitors, measures performance, and resolves matters with claim vendors, including software services, to ensure successful business outcomes.
- Fosters strong relationships with independent agents and agencies that represent the Company.
- Responsible for the oversight of vendor compliance including staffing commitments, deliverables, deadlines and costs.
- Partners with Compliance & Quality to ensure Medicare and other regulatory reporting is completed accurately and timely.
- Ensures good quality, superior customer service, and value-added services are provided by all vendors.

* This job description is not all inclusive and may include additional duties.

JOB REQUIREMENTS:

EDUCATION:

Requires a 4-year college degree. Advanced degree and professional designation desired.

EXPERIENCE:

Minimum of 15 years of progressive insurance experience handling personal and commercial lines automobile losses including physical damage, property damage liability, first/third party injuries, and subrogation. Must have 10 years of management experience involving coverage and liability issues, including litigation.

Experience leading other leaders, coaching performance, and achieving successful organizational change as a senior leader required.

Above average proficiency with Microsoft Word, Excel, and Power Point.

SKILLS:

- Exceptional communication and collaboration skills demonstrated through positive, productive relationships with business partners, regulators, auditors, Company employees, internal and external customers.
- Able to create a positive work experience for others in both in-person and hybrid environments.

- Able to problem solve through conducting research, using critical thinking, analytical and organizational skills.
- Evaluates risks at a superior level, gauges effectiveness of programs and procedures, and identifies opportunities for mitigation and improvement.
- Possesses transformative leadership skills, approaches duties with a teamwork mentality, able to positively influence others, takes initiative, exhibits appropriate level of urgency, and executes their responsibilities with precision.
- Thorough technical knowledge of coverage, investigation, evaluation and resolution of claims, including general, special, and punitive damages.
- In-depth technical knowledge of medical terminology, tests, and signs.
- Significant experience in change management and claims transformation.
- Sets realistic and stretch goals, delegates effectively, coaches, and trains others.
- Provides timely feedback and monitors performance of all staff within their unit.
- Seeks to improve others performance through various types of development opportunities.
- Actively participates in development and succession planning, supporting and promoting their staff.
- Demonstrates reliability and dedication to fully execute responsibilities of the role, overcoming obstacles with tenacity, transparency, and leadership courage.
- Presents information in a thoughtful, factual manner to engage their audience resulting in the desired outcome.
- Removes barriers and obstacles for others through use of appropriate influence and negotiation.
- Detail oriented, able to refine documents into a final version of professional work product.

Computer proficiency is required, including use of video conferencing technology.