

Vice President Claims

Position Summary

The Vice President of Claims will oversee all Claims functions, including Auto, Property, General Liability, Special Investigations, and Subrogation. This executive-level role requires the strategic design and execution of programs that ensure claims are handled fairly and efficiently, maintaining exceptional service and performance standards. As a core member of the leadership team, this role contributes to company-wide goals, driving long-term profitability, employee development, and organizational success while embodying Quincy Mutual Group's mission to enhance financial security and maintain integrity.

Principal Accountabilities

Planning and Delivery

- Design and evolve the Claims department structure for optimal oversight and management of all units (e.g., Auto, Property, General Liability).
- Develop departmental goals aligned with corporate objectives to support growth and profitability.
- Incorporate industry best practices and emerging trends into strategic and operational plans.
- Establish robust standards and metrics to achieve loss cost goals while enhancing quality and service delivery.
- Collaborate with underwriting leadership to facilitate seamless communication on claims advisories and coverage issues.

Business Insight and Analytics

- Drive the adoption of innovative technology to support efficient claims handling and robust reporting mechanisms.
- Create and maintain analytics to refine claims processes and improve outcomes.
- Develop and monitor key performance indicators (KPIs) and reports to evaluate departmental success.
- Partner with IT and other stakeholders to align Claims technology with organizational goals and advancements.

Communication and Relationship Building

- Foster strong relationships with internal leadership, ensuring claims activities align with enterprise goals.

- Build and nurture relationships with external stakeholders, including agents, adjusters, legal counsel, and vendors, to enhance service quality and business outcomes.
- Articulate department strategy, connecting department priorities with team and individual goals.
- Promote clear, effective and timely communication with the claims department and across the organization.
- Engage with staff at all levels to instill a culture of accountability, collaboration, and innovation.
- Represent Claims in cross-functional discussions, articulating strategic insights and operational needs effectively.

Leadership

- Lead a high-performing, results-driven team by hiring, developing, and managing talent aligned with the company's strategic vision.
 - Create a positive and empowering workplace culture that values continuous improvement, innovation, and career growth.
 - Identify skill gaps and implement learning initiatives for employee development.
 - Establish succession plans and mentorship opportunities to cultivate future leaders.
 - Partner and collaborate with leaders across the organization on strategic priorities.
 - Champion diversity, equity, and inclusion in all aspects of leadership and decision-making.
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Job Requirements

Experience

- Minimum 15 years of progressive insurance experience managing complex claims and coverage issues.
- At least 10 years of leadership experience with a proven ability to design and implement strategic programs.

Education

- Bachelor's degree required; advanced degree or professional designation (e.g., CPCU) highly preferred.

Skills

- Strong interpersonal, communication, and analytical abilities.

- Exceptional problem-solving, organizational, and multi-tasking skills.
- Collaborative leadership style with demonstrated ability to motivate and develop teams.
- Proficiency in leveraging technology for operational improvements.
- Strategic thinker capable of managing risk and achieving measurable results.

Values

- Embody Quincy Mutual Group's mission of integrity, financial security, and commitment to employee and policyholder satisfaction.
- Demonstrate entrepreneurial spirit and resilience in navigating challenges.
- Align departmental goals with the company's vision of responsible growth and impact.