



## **Claims Manager – Mt. Laurel, NJ**

### **Job Description:**

As a member of our Eastern Region Claims management team, you will provide strategic and technical claims leadership to units handling workers compensation as well as commercial property, auto, and general liability (PAL) claims. Utilize your management experience and property and casualty knowledge to manage claims staff to ensure appropriate claim outcomes through consistent execution of best claims practices and PMA policies. In this position, you will direct staff in the achievement of business plan goals and ensure compliance with legal statutes, policy provisions and company guidelines, as well as supervise the execution of quality assurance programs.

### **Job Responsibilities:**

- Develop, recommend and implements short and long term objectives consistent with company business goals, guidelines and programs.
- Ensure quality management of claims in accordance with best practices
- Select, develop and manage staff to ensure appropriate staffing levels to ensure delivery of timely, high quality customer service.
- Effectively plan staff responsibilities and manage activities, utilizing staff resources to meet department goals in accordance with established business plans and budgets.
- Identify training needs, establish and implement delivery strategy for staff level employees.
- Develop leadership skills of supervisors and develop staff to respond to department needs, as well as assisting the Claims staff with career development goals.
- Establish, document, and communicate claims settlement and reserving authorities for claims staff and grants reserve/settlement authority on cases exceeding supervisor's' authority levels.
- Ensure execution of the Quality Assurance Program (CIR program) through identification of strengths and deficiencies of staff and implementation of action plans focused on improved results.
- Monitor and analyze significant legal developments and legislative changes in service territories that may impact claim operations; communicates conclusions and recommendations to the appropriate parties.
- Promote effective communication among and between work groups, and between management and employees. Collaborate with Corporate Specialists, Underwriting, Risk Control, Product Development, Marketing and other departments.
- Manage account management process and resolution of service issues to ensure superior customer service

### **Qualifications:**

- Bachelor's Degree or equivalent experience; professional designations desired (CPCU, ARM, AIC, etc.)
- Minimum 10 years of claims experience with positions of increasing responsibility.
- In depth experience in New Jersey workers compensation claims required; PAL lines experience strongly preferred.
- Extensive knowledge of claims regulations and applicable law in multiple jurisdictions.
- Extensive knowledge of insurance contracts, adjusting techniques and medical terminology.
- Previous experience in a leadership position with proven record of goal achievement and superior customer service.
- Excellent verbal and written communication skills.
- Ability to travel for business, travel less than 25%

As a leader in the property and casualty insurance industry with multiple locations, our clients choose PMA Capital Corporation because we understand that excellent service begins with our employees. Our working relationships with clients are marked by professionalism, execution and accountability and our company culture is centered on teamwork. This combination has earned an AM Best A- rating (Excellent) and created a supportive work environment that encourages personal and professional growth.

We offer a very competitive compensation package including two retirement contribution savings plans: a 401(k) with dollar for dollar match on the first 5% of salary and a company funded retirement contribution plan; tuition reimbursement and much more!

Qualified and interested individuals should apply on-line at <http://www.pmagroup.com/careerlist.htm>