

Vacancy Announcement



Job Title: Claims Analyst

Reports To: Assistant Executive Director

Department: Property and Casualty

FLSA: Exempt

Provides oversight and manages PRM claims on all lines of coverage under Property and Casualty. Establishes and implements best practice service instruction adherence standards and procedures for the claims team and ensures compliance through file review.

ESSENTIAL JOB FUNCTIONS:

- Provide guidance, strategy, and authority to both adjusters and defense attorneys on claims and lawsuits to secure the best possible outcome for the Members.
- Review and audit all aspects of claim files to ensure that adjusters, defense attorneys, and outside vendors are keeping in compliance with PRM claims service instructions, as well as industry-accepted best claim handling standards.
- Performs periodic review of existing claims to ensure reserves are established at amounts to fully fund a claim and ensure any adjustments made are properly documented.
- Ensures all claim files are properly documented and handled by the Third-Party Administrator (TPA).
- Plans, schedules, and attends mediations on behalf of PRM and its Members.
- Responds to Member concerns and/or complaints regarding the handling of claims, including researching and providing claim synopsis and resolution plan.
- Analyzes data to determine if any corrections need to be made in the claims handling process and suggest resolutions to accomplish the preferred outcome.
- Reviews claims and loss reports to provide analysis of claims trends and prepares responses on claim developments.
- Coordinates with the TPA to identify areas for improvement and to cultivate professional development of the claims staff through training, mentoring, and recommending educational opportunities.
- Assists in identifying and reviewing any potential coverage issues on claims so that the adjuster can complete a formal coverage review.
- Settlement authority up to a specific amount set by the Assistant Executive Director.
- Travel when required to attend Board Meetings, mediations, conferences, and occasional member visits.

These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related duties as required.

KNOWLEDGE, SKILLS & ABILITIES:

- Knowledge of municipal claims and municipal claim law in the State of Florida.
- Knowledge of claims handling and the proper assessment of liability and how it associates with claims.
- Knowledge of liability and property claims management principles.
- Knowledge of workers' compensation claims and how they are adjudicated
- Knowledge of insurance principles.
- Knowledge of building and construction concepts.
- Knowledge of reinsurance and excess principles in insurance.
- Knowledge of customer service principles and practices.
- Knowledge of computers and job-related software programs.
- Skill in decision-making and problem-solving.
- Skill in interpersonal relations and in dealing with the public.
- Skill in oral and written communication.
- Ability to negotiate.
- Ability to read and interpret contracts.
- Ability to value injuries based on circumstances of the loss, medical records, and outstanding medical bills.
- Ability to work independently and manage time efficiently and effectively.
- Must possess a high degree of organizational skills.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree from an accredited college or university or in lieu of a degree, ten (10) or more years of relevant experience will be considered.
- Ten (10) Years of increasingly responsible general liability, workers' compensation, and property claims experience.
- All lines adjuster license

PREFERRED QUALIFICATIONS:

- Technical insurance designations such as Associate in Risk Management (ARM), Associate in Claims (AIC), Senior Claim Law Associate (SCLA) or Chartered Property Casualty Underwriter (CPCU) preferred.
- Valid Class "C" Florida Driver's License OR valid driver's license from another state with the ability to obtain a valid Florida Driver's License within 30 days of becoming a Florida resident.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Must occasionally lift and/or move up to 25 pounds
- Work is performed primarily in a remote environment
- Work may require consecutive overnight travel
- Sufficient clarity of speech and hearing or other capabilities, which permits the employee to communicate effectively
- Vision abilities required include close and distance, color, peripheral, depth perception, and ability to adjust focus
- Sufficient manual dexterity, which permits the employee to operate a personal computer, related office

equipment, and other related field equipment

- May be required to walk, use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms
- Sufficient personal mobility and physical reflexes, which permits the employee to operate in a general office environment

Physical requirements of the job performed with or without reasonable accommodation

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

RATE OF PAY: \$88,184 Annually

DEADLINE: August 19, 2024, at 4:30 PM

Please submit applications and resumes via email to:

mwhitney@prm-fl.com