



POSITION DESCRIPTION

POSITION: Director of Claims

REPORTS TO: Executive Director

SUPERVISES: Workers' compensation claims manager and property/casualty claims manager

STATUS: Full Time, Nonexempt

BASIC FUNCTIONS/PURPOSE

The Director of Claims is responsible to oversee all claim activities necessary for the operation of Minnesota Counties Intergovernmental Trust. The position requires a high degree of independent judgment, management skill and knowledge of property, liability, auto and workers' compensation claims administration in an electronic (paperless) environment. The incumbent supervises the workers' compensation claims manager and the property/casualty claims manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties and responsibilities are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Claims

- Develop policies relative to property, liability, auto and workers' compensation claims administration (e.g., claims handling protocols, litigation strategies, reserving, reinsurance reporting, recoveries)
- Ensure compliance with claim handling/claim management philosophy, policies, protocol and standards
- Participate in discussion of defense strategies and make decisions regarding disposition of complex, high value and/or controversial claims
- Evaluate, review and resolve coverage application questions
- Represent MCIT in coverage appeals to the MCIT Board of Directors
- Work in conjunction with the Claim Managers and staff counsel to identify panel of approved legal counsel
- Participate in the evaluation of defense counsel and ensure compliance with litigation guidelines
- Offer direction regarding selection of appropriate defense counsel
- Ensure reserve adequacy of claims
- Ensure the effective use of the claims system and offer suggestions to improve workflow and efficiencies
- Coordinate Medicare Set Aside/Second Payer activities
- Engage members as needed in claims' resolution
- Evaluate performance of vendors that support claims administration (i.e., work comp bill review, pharmacy benefits manager, doctors, independent adjusters and insure compliance with contracts)
- Remain current on statutory and case law changes

Recoveries

- Ensure property, casualty and workers' compensation reinsurers are properly noticed with necessary follow-up
- Oversee reinsurance recovery, restitution and subrogation and monitor collection activities and results

Audits/Oversight/Reporting

- Coordinate all file reviews or audit of claims information (reinsurers, independent financial audit, independent claims audit)
- Ensure necessary state filings and reports are submitted within mandated time frames

Personnel

- Make employment recommendations (recruiting, hiring, performance improvement, termination, etc.) to the Executive Director

- Conduct performance annual evaluation of workers' compensation and property/casualty claim managers
- Ensure annual performance evaluation of adjusting staff occurs
- Identify professional development and training opportunities for staff
- Assist other members of the MCIT team in hiring efforts when requested

Risk Control

- Integrate claims information with MCIT's information, education and training initiatives
- Assist in the identification of services and opportunities for members
- Assist in the development and presentation of MCIT information and education programs including training sessions and publications
- Conduct research regarding risk management and liability issues and prepare and present reports as needed

Administration

- Assist the Executive Director in the development and implementation of MCIT's annual work plan and annual operational budget relative to claims administration
- Adhere to the MCIT operational budget as it pertains to areas of authority
- Negotiate and monitor contracts and agreements as assigned
- Assist with underwriting issues as needed
- Serve on selected committees or work groups and develop work plans, agendas, supporting materials and associated deliverables
- Develop and maintain cooperative relationships with other associations and governmental entities to ensure that MCIT's interests are appropriately represented in claims, legislative and judicial decisions
- Ensure timely preparation of quality materials for MCIT Claims Committee
- In conjunction with defense counsel and MCIT staff counsel identify cases with amicus value for recommendation to Executive Director and AMC
- Participate in development of Governance Committee Meeting agenda
- Participate at Governance Committee Meetings
- Participate as a key member of the MCIT management team, including consulting and advising on underwriting and loss control issues, managing administrative matters as needed, monitoring and evaluating coverage issues
- Build strong collaborative working relationships with other MCIT departments to ensure team and member needs are met

MINIMUM TRAINING AND EXPERIENCE TO PERFORM THE ESSENTIAL JOB FUNCTIONS

Required:

- Four-year degree from an accredited college or university in business administration, insurance or related field.
- Seven years of multiline claims experience and/or workers' compensation claims experience.
- Three years of supervisory/management experience
- Familiarity with principles of Minnesota municipal law and/or Minnesota workers' compensation law
- Possess and maintain a valid motor vehicle driver's license.

Preferred

- Experience working in a paperless claims environment
- Solid understanding of electronic claims system capabilities from a management and adjusting perspective

Desired: Familiarity with local government, service organizations or associations

PHYSICAL AND MENTAL ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

- Ability to organize and manage personal workflow as well as the workflow of others
- Ability to work on a number of diverse projects simultaneously and meet deadlines while ensuring accuracy and timeliness of assigned projects and within budget constraints
- Ability to effectively communicate orally and in writing
- Ability to deal with others professionally with tact and courtesy
- Ability to work with diverse disciplines
- Ability to maintain a professional presence
- Ability to work independently and as part of a team
- Ability to review and analyze information to deliver appropriate and timely services to MCIT members, staff and

board of directors

- Ability to interpret and apply MCIT policies, procedures and standards to specific situations
- Ability to effectively use Word, Excel and PowerPoint or similar applications
- Ability to operate a computer - routinely
- Ability to travel in the State of Minnesota- routinely

In compliance with the Americans with Disabilities Act, Minnesota Counties Intergovernmental Trust will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.