

## Claims Supervisor Job Summary

Corporate Claims Service, Inc. is a third party administrator who specializes in the transportation industry. Our mission is Excellence in Service. We were founded in 1998 by an exceptional team of insurance industry veterans. We have the reputation for quality work, colleague friendly environment and progressive employment practices. Come be a part of our team and "Claim your Future".

### Summary

Reporting to the Claims Manager and parent company, the Claims Supervisor is responsible and accountable for overseeing the investigation and management of claims assigned to their respective team. The position requires the Claims Supervisor to work and communicate with assigned Claims Representatives, as well as other team members. The Claims Supervisor will also interact with policyholders, associated injured parties, and attorneys.

We offer a competitive salary along with medical, dental and vision insurance, 401K, paid vacation and a flexible work schedule.

### Duties and Responsibilities

- Monitor workloads, productivity and quality to maximize operational effectiveness and to ensure effective and efficient file management, as well as appropriate and timely claims handling.
- Utilize reports to track and trend data, improve team efficiency, identify problem areas and make recommendations and adjustments as needed.
- Review claims representative's work product for accuracy, thoroughness and conformity with applicable State Regulations and company policies and Best Practices.
- Stay current on own diary, as well as maintain timeliness of staff's diary. Effectively manage both on site and remote staff.
- Hold staff accountable for producing quality work. Certify that staff is adequately trained and has the proper skill sets and knowledge to produce quality work. Clearly communicate expectations and help employees understand the organizational objectives and standards. Change management leadership, communicate, collaborate and commit.
- Provide leadership to assigned staff including regular coaching and feedback, development and proactive performance management. Document ongoing employee performance and conduct annual employee performance evaluations.
- Actively participate in various departmental projects including executing on assigned deliverables, assisting in the determination of resources, managing milestones, and communicating with management.
- Assist Claims Manager in the following areas: workforce planning, staffing plans, job design, development plans, coaching and development, performance management and employee relations. Interview and hire the right candidates to appropriately fill departmental roles.



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**Position Requirements** (Skills, Traits, & Experience)

- At least three years of liability/auto PD claims handling experience is required; prior management experience preferred
- Commercial Auto claim handling experience in multiple states (Rental car claims handling a plus)
- Strong verbal and written communication skills; knowledge of Microsoft Office Suite
- Professional demeanor: ability to interact with all levels of staff/management
- Ability to see the big picture; strategic-minded, detail-oriented and proactive
- Strong interpersonal skills: ability to create an environment of teamwork and collaboration
- Strong organizational, problem solving and analytical skills
- Results oriented and executes on deliverables

If you are a self-motivated, results-oriented professional who thrives in a fast-paced environment, please send a cover letter and resume to our Human Resources department at [info@corporateclaims.net](mailto:info@corporateclaims.net).

Corporate Claims Service is an Equal Opportunity Employer.