

## **Liability Claims Analyst**

The Liability Claims Analyst, under the general direction of the Director of Claims, is expected to maintain a caseload of complex liability claims within the SELF Excess General Liability program.

Other duties as assigned.

### **JOB REQUIREMENTS:**

#### **CLAIMS ADMINISTRATION**

- Serve as the internal administrator of SELF'S claims management information system ensuring the accurate and complete electronic documentation of claims information and activity.
- Develop and produce periodic internal claims management reports for use by the CEO, CFO, actuary, Director of Claims, and Claims & Coverage Committee.
- Identify and follow-up with members who fail to provide timely or adequate notice and information to SELF. Evaluate members' capabilities to comply with SELF reporting requirements and develop recommendations for process improvement for those members, as necessary.

#### **CASE MANAGEMENT**

- Review claims with exposure to loss for SELF; evaluate coverage, causation, liability and damages; and establish timely case reserves for both indemnity and defense expenses.
- In conjunction with the members TPA, establish a specific work plan and strategy for individual cases, evaluate and advise in the selection of defense counsel and needed experts.
- Review and evaluate life care plans, expert reports, and attorney analyses and in conjunction with senior management, develop recommendations as to whether claims should be settled or litigated.
- Act as SELF'S representative in settlement negotiations.
- Maintain and document claim files accurately and in a timely fashion. Monitor members' trial calendars.
- Manage the workflow to provide members with superior service.
- Develop and implement specific action plans to correct deficiencies in operations.
- Prepare and complete execution of documents necessary to resolve SELF'S claims obligations to members and plaintiffs.

#### **AUDIT, EDUCATION, & BENCHMARKING**

- Establish a common set of TPA evaluation metrics and a balanced scorecard for each member's TPA.
- Annually evaluate and update the TPA balanced scorecards either by on site audits or document review.
- Conduct and participate in educational sessions, member roundtables and other claims discussion/best practices opportunities when appropriate.

- Coordinate claim audits of TPA's and other primary claim adjusting organizations.

#### KNOWLEDGE AND ABILITIES

- Completion of specialized educational training and courses related to underwriting, risk management, insurance claims adjusting, reporting, settlement, and management is highly desirable.
- Familiarity with the principles and practices and expert technical ability in the administration, case management and evaluation, litigation management, and resolution of highly complex large value personal injury claims and lawsuits, employment practices liability claims and lawsuits, and other educational liability claims and lawsuits.
- Legal principles and law applicable to claims and lawsuits made against SELF members.
- Methods of collecting and organizing data and information.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Record-keeping and report preparation techniques.
- Establish and maintain cooperative and effective working relationships with others.
- Advanced analytical and problem-solving skills, with the ability to manage and prioritize multiple projects; ability to analyze data.
- Strong communication, litigation management, adjudication, negotiation and presentation skills.
- Ability to effectively interact with all levels of internal and external business partners.
- Ability to deal with ambiguous situations and issues.
- Ability to travel.
- Excellent time management skills to provide quality claims management.

#### EDUCATION AND EXPERIENCE:

- The ideal candidate will have a Bachelor's Degree and 5-7 years of increasingly responsible work experience in casualty insurance claims adjusting, reporting, management and settlement work.; or, an equivalent combination of education and experience sufficient to successfully perform the essential functions of the job.
- Experience with managing outside litigation counsel required.
- Experience with claims management processes and associated technology.
- Public entity claims experience is highly desirable, including knowledge of California Government Code.