

Senior Liability Claims Manager

The Senior Liability Claims Manager, under the general direction of the Director of Claims, is expected to oversee a caseload of complex liability claims within the SELF Excess Liability Program.

The Senior Liability Claims Manager will be responsible for providing guidance and advice in defending claims made against SELF members; assisting in assigning and managing defense counsel and their associated activities and expenditures; developing, in concert with the primary adjusting team and defense counsel, litigation and/or settlement strategies and resources needed to achieve favorable results; providing regular written and oral management status reports; and acting as SELF's representative in either settlement or trial activities. This position will work with members, defense counsel, the claims adjusting team, and other business partners in a collaborative way and assure that SELF's activities are conducted with the highest level of diligence, care, integrity, and customer service. Work will be performed under the general supervision of SELF's Director of Claims and will require a high degree of independence, initiative, and responsiveness.

JOB REQUIREMENTS:

LITIGATION & CLAIMS MANAGEMENT

- Work closely with the claims team, SELF Director of Claims, SELF Chief Litigation Officer, defense attorneys, and pool members to ensure appropriate management of legal matters related to the liability program.
- Establish and monitor appropriate claim reserves.
- Monitor and assess litigation trends and data impacting the assigned pools and Members.
- Exercise oversight of defense counsel for compliance with applicable litigation management guidelines.
- As needed, schedule and manage “roundtable” meetings with defense counsel, pools/members for case review and evaluation.
- Direct assignment of defense counsel when necessary.
- Assist pools and members as may be necessary with claims-related questions.
- Assist the Director of Claims in preparing for and presenting to the Claims & Coverage Committee and Board.
- Provide direction on litigation management.
- Work as a team with the Director of Claims, Chief Litigation Officer, and Claims Analyst
- Attend settlement conferences, mediations, and arbitrations.
- Provide and obtain settlement authority within established guidelines.
- Monitor and approve trial preparation activities by defense counsel.
- Evaluate and recommend cases appropriate for mock trials, focus groups or other pre-trial preparations.

- Perform post-trial analysis on all verdicts and identify learning issues for internal management discussion.

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.
- Monitor and update the litigation calendar in SELF's claims system.
- Identify claims for reinsurance reporting purposes as outlined by the contracts and in consultation with the Director of Claims.
- In conjunction with the member's 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 management, develop recommendations as to whether claims should be settled.
- Maintain and document claim files accurately and in a timely fashion. Monitor members' trial calendars.
- Develop and implement specific action plans to correct deficiencies in claim system fields and reports.
- Prepare and complete execution of documents necessary to resolve SELF's claims obligations to members and plaintiffs.
- Other duties as assigned.

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.
- Record-keeping and report preparation techniques.
- 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.
- Conduct and participate in educational sessions, member roundtables and other claims discussion/best practices opportunities.

- Ability to deal with ambiguous situations and issues.
- Ability to travel throughout the State of California.

EDUCATION AND EXPERIENCE:

- The ideal candidate will have a bachelor's degree and 15 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.

PERSONAL ATTRIBUTES

- Excellent oral and written communication skills including the ability to explain technical terms clearly and effectively to a non-claims/litigation audience.
- Interpersonal skills using tact, patience and courtesy.
- Team orientation and ability to work collaboratively and collegially with members of SELF's governing committees, SELF staff, members of the professional community and the general public.
- Ability to work with little general supervision.
- An attitude and workstyle that leads to continuous quality improvement.
- Excellent organizational, time management and recordkeeping skills.