



Claim Manager

JOB OVERVIEW

This key leadership position within our Risk Management and Insurance department is responsible for adjusting management professional liability claims as well as other large losses. This role oversees the property and casualty claims operations for the Farm Credit System Association Captive Insurance Company and Third-Party Administration (TPA) customers. This role is responsible for the development of claim handling processes and procedures that maintain internal controls using FCC Services' RMIS database, Origami. This position provides supervision and technical coverage guidance to the claims adjusting staff and provides claims handling advocacy to our customers and other members of the Risk Management team. The right person for this role will be excited to work with a dedicated and hard-working team serving claimants and minimizing the financial and operational risks of FCC Services' clientele.

JOB RESPONSIBILITIES

- Adjusts large Farm Credit System Association Captive Insurance Company claims for various management, professional, property, and other liability lines of coverage.
 - Investigates and adjusts claims within authority and for identified lines of coverage.
 - Determines coverage for these lines of insurance in conjunction with guidance and expertise from monitoring counsel, brokers and other RMIS team members.
 - Evaluates other potential insurance coverage that may be applicable.
 - Posts appropriate reserves.
 - Submits claims to reinsurers for proper reimbursement.
 - Manages the handling of claims administered by commercial insurance carriers or third-party administrators.
 - Completes quarterly and other periodic loss reports for accounting, the Captive Board, auditors, regulators, commercial insurers and clients. Analyzes report data for trends and provides recommendations to clients for improvements.
 - Provides verbal and written communications with brokers, clients, claimants, insurance carriers, plaintiff and defense attorneys, mediators and arbitrators and other vendors/alliance partners as needed.
- Develops claims handling policies and procedures for efficient operation while maintaining appropriate internal controls within Origami RMIS database. Oversees compliance with SOC audit procedures on the part of the claims staff.
 - Coordinates the structure and performance of the claims database for recording all Captive, carrier and TPA claims information.
 - Maintains separation of duties to eliminate the potential for fraudulent claims or claim payments.
 - Oversees the conversion of claims data for new TPA clients.
 - Ensures compliance with regulatory, carrier and client requirements.
 - Works with RMIS Team Leadership to manage and negotiate services provided by monitoring counsel, third party administrators, independent adjusters, and other claim-related vendors and alliances complying with FCC Services vendor management policies and procedures.
 - Oversees and implements any required interfaces between chosen vendors and the Origami RMIS database.
- Manages Farm Credit claims operation within its budget and assures proper handling, reserving and disposition of claims.

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- Manages claims adjusters and delegates claim handling authority as appropriate.
- Provides work direction to, and oversees the activities of, the claims team.
- Supports and trains the claims team on policies, procedures, RMIS database, and insurance coverage, including common terms and conditions as well as exclusions.
- Oversees TPA client relationships, including contract renewal; claim reviews; reserve reconciliations; claim audits with clients, insurers or third-party administrators; and stewardship reporting to clients.
- Leads and oversees TPA RFP responses for existing customers and new opportunities, working directly with the RMIS and Claims Staff in drafting and finalizing the reports.
- Provides training, support and encouragement to the RMIS team and clients in using the claims modules of Origami risk management software.
- Performs other related duties as necessary.

JOB REQUIREMENTS

- Bachelor's degree preferably in Business Administration, or Risk Management from an accredited college.
- Minimum 5 years work experience adjusting and supervising multi-lines claims required.
- Associate in Claims (AIC), Chartered Property Casualty Underwriter (CPCU), or Associate in Risk Management (ARM) certifications.
- Minimum 3 years' managerial experience in overseeing Claims and/or TPA teams.
- Experience with leading Stewardship, RFP, RFQ projects preferred.
- Knowledge of the Origami risk management software system preferred.
- Proven and sustained track record of successful performance requiring significant attention to detail and comprehensive analytical skills.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint)
- Ability to analyze claims data and clearly articulate and translate same into business analysis report/graphics demonstrating claim trends and developments.
- Experience with presenting analytical information to senior leadership and C-Suite audiences.
- Must demonstrate strong and concise verbal and written communication skills for working with employees at all levels of the company and clients.
- Meets deadlines under pressure and quickly adjusts to changing priorities.
- Prioritizes and manages a variety of tasks.
- Maintains a consistently high level of productivity and accuracy
- Thrives working in a highly collaborative, team environment.

An Overview of FCC Services. Our Expertise. Our Services.

Our vision is simple yet bold—we empower organizations and colleagues to be more! We are a business services and consulting firm specializing in leadership development, talent selection, risk management, insurance management, and claims administration.

Since 1975, FCC Services has worked with the Farm Credit System, cooperatives and self-insured public entities to help them achieve organizational and operational excellence by helping them manage their risks.

Headquartered in Denver, Colorado, with approximately 50 employees, FCC Services is proud to serve a variety of clients across the US.

The unique blend of our expertise, services, programs and conferences enables us to create enriching business solutions and help organizations to *Be More*.

JOIN OUR GROWING TEAM!

Compensation:

- ✓ *Competitive Salaries*
- ✓ *Annual Performance Bonuses*

Benefits:

- ✓ **90% employer paid** health insurance options
- ✓ 10 paid holidays annually
- ✓ Generous paid vacation and sick time
- ✓ Generous 401k matching and other benefits
- ✓ Collaborative and welcoming work environment

Interested candidates should email a cover letter, resume and salary requirements to human.resources@FCCServices.com – No phone calls, please.

FCC Services is an equal opportunity employer (EOE). FCC Services may, at its discretion, require job candidates to successfully complete a background check as a condition of employment.