

CLAIMS MANAGER

Location: Delaware Memorial Bridge, New Castle, DE
\$91,300 to \$110,000 annualized (Grade H)
(Salary commensurate with experience and skills)

Opening Date: August 22, 2023

Closing Date: September 22, 2023

I. POSITION SUMMARY

The Claims Manager is responsible for the multi-line management and administration of Authority-wide claims program which includes Workers' Compensation, Protection & Indemnity (P&I), and all Commercial Property and General Liability claims in compliance with all applicable Authority policies & procedures and federal, state, and local laws. Additional duties include risk identification and evaluation based on claim data, coordinating with all departments on return-to-work programs, coordinating with the Safety Department in conducting risk-related training programs, actively participating in Safety Committees, maintaining claim loss statistics and trends, working with our insurance broker on the management of the Authority's Insurance Program. The position acts as a liaison between insurers, attorneys, and claimants, while monitoring individual claim activity and facilitating a continual flow of information. In addition, the position keeps abreast of evolving federal and state statutes and regulations which may have a potential impact on the Authority. The nature of the work is highly confidential and requires discretion in dealing with managers, supervisors, and employees. Work is performed under the direction of the Director of Finance.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Administers and manages Authority-wide claims involving Workers' Compensation, Protection and Indemnity/Marine, Commercial Property, Automobile, and General Liability, Management of claims in-house when appropriate
- Verifies and analyzes data used in settling claims to ensure that claims are valid and that settlements are made according to Authority policies and Best Practices
- Settles claims within settlement authority and when appropriate recommends settlements above authority level
- Reviews insurance company reserves and provides recommendations to ensure that reserve activities are consistent with claim facts
- Assists in the completion of annual Authority insurance program renewals and other insurance related activities
- Maintains complete records for all losses, injuries, and property claims/incidents.
- Coordinates with Human Resources the return-to-work program for all departments
- Actively participates in Safety Committees
- Reviews and evaluates incident reports and accident & claim trends in coordination with the Safety Department to determine the extent of risk and safety management factors and assists with developing pro-active corrective measures
- Conducts risk assessments, collecting and analyzing documentation, statistics, reports, and market trends
- Recommends risk management solutions such as insurance, safety and security policies, business continuity plans or recovery measures
- Prepares, develops, and conducts risk-related training programs in coordination with the Safety Department. Assures proper investigation of accidents by Authority managers and insurers while ensuring consistent reporting and follow-up on all claims involving employees and/or the public occurring on Authority property
- Provides superior customer service to everyone by responding in a courteous manner

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of and demonstrated experience in applicable insurance coverage laws and regulations in Workers' Compensation, Jones Act/marine, Automobile, General Liability, and Property
- Working knowledge of insurance company underwriting, policy provisions, and specific knowledge of claims procedures including Subrogation
- Strong focus on cost containment
- Ability to apply, interpret, analyze, and explain state workers' compensation and other insurance laws, rules, and regulations for other lines of coverage as well
- General knowledge of legal terminology and procedures, medical terminology, prognosis, diagnosis & treatment as they apply to insurance claims
- Working knowledge and practice of risk management claim reporting systems (RIMS)
- Knowledge of the Medicare reporting process related to on-the-job injuries
- Skilled in investigating loss/accident claims and negotiating claim settlements
- Skilled in the use of personal computers with proficiency in word processing and spreadsheet applications
- Ability to communicate courteously and effectively, both verbally and in writing, with all levels inside and outside of the organization
- Ability to establish and maintain effective working relationships with insurance carriers, insurance brokers, employees, patrons, and attorneys
- Ability to provide excellent customer service
- Excellent organizational skills and ability to find creative solutions

IV. REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's Degree from an accredited college or university or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities
- Minimum of five (5) years in claims management of Automobile, General Liability and Workers' Compensation losses, safety experience, and the management of insured and self-insured programs, seven (7) years preferred
- Experience with a Self-Insured organization preferred
- Claims supervision experience preferred

V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES

- Valid driver's license
- ARM or relevant Insurance professional certification preferred

VI. SPECIAL REQUIREMENTS

- Subject to background investigation and pre-employment physical including a drug test
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution or enroll in the payroll card program to receive their bi-weekly pay

If you are interested in applying for this position please complete the on-line application at www.drba.net. In addition to the online application, please attach a current resume.