

Claim Adjuster | Third Party Administration

Position Description

Job Purpose

To provide direct client service to Risk Management clients through the adjudication of claims.

Organizational Relationships

Reports to the Manager, Risk Management Claims

FLSA Status

Exempt

Essential Functions and Responsibilities

The Claim Adjuster provides various functions in the management of claims administered by the Risk Management department:

1. Serves as a dedicated resource to Risk Management customers for handling and communication of workers' compensation and/or property and casualty claims
2. Serves as a designated Adjuster as part of the service team for specific accounts
3. Makes contacts, investigates questionable losses, documents facts surrounding the incident, to include decision regarding liability/compensability, as well as action plan and reserve rationale
4. Explains benefits, close contact with injured workers to prevent litigation
5. Uses outside vendors to determine damages or mitigate exposures, use of vendors who assist with coordination of medical treatment and return to work, and use of defense counsel on litigated claims may be necessary
6. Identifies and pursues fraudulent claims
7. Investigates potential subrogation and pursues third-party continuing through the recovery process
8. Works directly with Claim Technician to assure mail is addressed, bills are paid and customers' questions are answered quickly and appropriately
9. Uses strong diary system to ensure timely follow up and monitors treatment, receipt of bills or records, reserve adequacy, negotiation of settlement, payment and closure
10. Uses cost containment strategies in daily activities to include direction to PPO networks, close monitoring of investigators and aggressive litigation management
11. Maintains a strong back-up process with the other Adjuster on the team, and with the Claim Technician to assure consistent service during absences of any member of the team
12. Makes sure the team is functioning at a high level at all times, to include providing feedback on performance of Claim Technician to the Manager, Risk Management Claims
13. Mentors the Claim Technician in educating them regarding Adjuster position responsibilities to promote growth and advancement

Job Specifications

Competencies

1. Bachelor's degree from an accredited four-year college or university, or equivalent experience
2. Strong written and verbal communication skills
3. Strong organizational skills
4. Ability to apply mathematical concepts
5. Ability to work successfully in a deadline driven environment
6. Ability to attend social functions for clients and carriers in order to build relationships
7. Working knowledge of Microsoft products (Word, Excel, Outlook, etc.)
8. Working knowledge and comfort level with claims management systems; and comfort working in a paperless environment

Supervisory Responsibility

This position has no direct supervisory responsibilities however it may act as a team leader for special projects.

Work Environment

This job operates in a clerical office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary.

Position Type/Expected Hours of Work

This is a full-time position. Exempt employees are expected to work hours as needed to accomplish the functions and responsibilities as indicated above. Evening and weekend work may be required as job duties demand.

Travel

This position may require travel.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Physical requirements of the position are subject to modification to reasonably accommodate individuals with disabilities. Thomas McGee is an Equal Opportunity Employer.

To Apply

Please send your resume to Ed Reasoner: ereasoner@thomasmcgee.com.