

Claims Account Manager | Commercial Insurance

Date: November 19, 2018

Position Description

Job Purpose

To effectively assist Claims Account Executives (AE) by providing administrative support for Commercial Insurance accounts in the area of claims.

Organizational Relationships

Reports to the Director of Insurance Operations (DIO)

FLSA Status

Non-Exempt

Essential Functions and Responsibilities

The Claims Account Manager supports our Commercial Insurance Department by assisting with the day-to-day service needs of our clients with regard to claims. They are responsible for providing administrative support on claims that will ultimately cultivate strong client relationships.

Service of Existing Clients

- New claim intake:
 - Receives and collects loss data from clients
 - Sets up of new claims files in Agency Management System
 - Files new claims with Insurance Carriers
- Monitors and tracks existing claims, assisting with progress and closure
- Serves as back-up and provides administrative support to the Claims Account Executive.
- Serves client as an "on demand" resource providing answers to basic claims questions
- Promotes Thomas McGee Group's "Serve First" vision by putting others before self
- Promotes Thomas McGee Group's mission: To make our clients stronger
- Other duties as assigned

Internal Communication

- Works with Claims AE to provide up-to-date claim information; develops strategies with team to address claim issues.
- Keeps Claims AE and DIO informed of critical claims matters and involves DIO to participate in carrier or client communication as appropriate.
- Provides feedback to CID team on relevant claim scenarios, trends, carrier updates, etc.

Other Position Expectations

- During 90-day trial employment period, successfully completes 80-hour TMG University insurance coverage training program and obtains insurance license (if needed).
- Accurately prepares or processes numerous documents including loss runs, loss trend analyses, claim reviews, and other projects as assigned.
- Conducts business in a professional manner at all times with customers, insurance company representatives and fellow employees.
- Pursues continuing education not only to stay compliant with licensing requirements, but also to further their technical skills to the benefit of our clients, and their own careers. Claims Account Manager will be relied upon to teach and share information with other team members when they gain certain knowledge that will benefit the group.

Job Specifications

Competencies

- High school diploma – some college preferred.
- 1 to 3 years in the insurance industry. Claims experience strongly preferred.
- Insurance license for the states of Missouri and Kansas and other non-resident licenses as required, or ability to obtain immediately.
- Strong written and verbal communication skills.
- Strong organizational skills.
- Ability to apply mathematical concepts.
- Ability to work successfully in a deadline driven environment.
- Ability to attend social functions for clients and carriers in order to build relationships.
- Ability to travel out-of-town.
- Professional designations are encouraged.
- Working knowledge of Microsoft products (Word, Excel, Outlook, etc.). Proficiency in Excel strongly preferred.
- A working knowledge and comfort level with agency management systems, preferably the Applied EPIC system. Thomas McGee Group is paperless and Claims Account Manager need to be comfortable and effective working within that 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. The organization has flexible start times. Standard Non-Exempt employees work 7.5 hours, Monday through Friday. Evening and weekend work may be required as job duties demand.

Travel

This position may require seldom travel, primarily local.

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 Adam Balentine: abalentine@thomasmcgee.com