

**ALASKA PUBLIC ENTITY INSURANCE/
ALASKA MUNICIPAL LEAGUE JOINT INSURANCE ASSOCIATION
JOINT CLAIMS DIRECTOR
POSITION DESCRIPTION**

INTRODUCTION

This document describes the reporting relationships, minimum qualifications, authority, responsibilities, and standards of performance for the position of Joint Claims Director (Claims Director) for Alaska Public Entity Insurance (APEI) and the Alaska Municipal League Joint Insurance Association (AMLJIA).

BASIC FUNCTION

The Claims Director:

- Provides strategic direction in the implementation, management, and continuous improvement of the APEI and AMLJIA claims programs, activities, and partnerships.
- Ensures that claims management is reliable and valued by members.
- Manages and directs claims staff.
- Recommends and implements as appropriate changes to the APEI and AMLJIA claims processes to make them more consistent with one another.

REPORTING RELATIONSHIPS

The Claims Director reports to the Executive Director of APEI and the Deputy Director of AMLJIA (“Directors”) regarding claims pertaining to each pool.

QUALIFICATIONS AND REQUIREMENTS

Unless otherwise jointly approved by the pool Directors, the requirements listed below represent the knowledge and/or skills required to function in this position. Reasonable accommodation will be made to enable a qualified individual with a disability to perform the duties of this position.

Education: Four-year degree or professional experience and/or certifications representing the equivalent and have or be able to obtain the Alaska Adjusters’ License within 90 days of hire. It is preferred that the Claims Director have earned an Associate in Claims (AIC), or other appropriate professional designation.

Experience: A minimum of five years as an insurance adjuster, underwriter, risk manager, attorney, or related experience that involves claim evaluation and adjudication, and supervision of staff.

Language and Communication Skills: Ability to read, speak, and write in English. This position requires strong communication and grammatical skills. This person must possess the ability and willingness to communicate, summarize and/or document events and details in a clear and concise format both in writing and orally.

Technical Skills:

- Familiarity with:
 - Alaska insurance and workers’ compensation laws and regulations;
 - Alaska’s tort law;
 - Advanced adjusting procedures;
 - Insurance provisions and coverage;

Claims Director Position Description

- Medicare/CMS reporting;
- Claims management, audit, subrogation, and investigative techniques.

- Other technical skills:
 - Strong organizational skills;
 - Ability to use Microsoft Excel or similar spreadsheet software to perform mathematical calculations and create reports;
 - Ability to understand and comply with confidentiality laws and general practices.

Interpersonal Skills: This position requires a significant amount of interaction with individuals who are managing or have experienced significant losses; legal professionals representing claimants and our members; reinsurance and excess insurance partners, and other professionals involved in adjusting property and liability claims. Because of this, strong communication skills and the ability to maintain professionalism and tact at all times is a critical skill for the Claims Director.

RESPONSIBILITIES

- Provides direction for APEI and AMLJIA P/C and WC Claims Managers and support as needed to the adjusters and support staff; coordinates activities in the areas of property, liability, and workers' compensation claims.
- Performs ongoing reviews of adjuster cases for appropriateness in areas such as degree of negligence, coverage, compensability, reserves and plan for claim resolution.
- Manages overall litigation plan and budget
- Manages and adjusts complex claims, and ensures that deadlines are met in the event of adjuster absences.
- Oversees contract adjusters, nurse case managers, or other professionals when engaged for specific claims;
- Ensures that claims are reported to reinsurers and/or excess insurers in compliance with the respective treaties;
- Consults with attorneys representing APEI, AMLJIA and our members on claims and other company issues;
- Answers questions and acts as a resource for brokers and members on complex insurance issues;
- Assists Directors and staff in the updating of policy forms, contracts, and other documents;
- Determines information that should be brought to the attention of each of the Directors for consultation or approval as to how to proceed with a claim;
- Provides consultation to the Directors in working with reinsurance brokers to develop APEI's excess and reinsurance program;
- Works with the Loss Control staff of each pool to integrate information gained from claims experience with underwriting and loss control activities;
- Assists with the development and update of policies and procedures used to adjust claims;
- Maintains familiarity with each pool's structure, financial concerns, and organizational goals so as to act in their best interests at all times;
- Carry out other duties as assigned by the Directors.

SALARY AND BENEFITS

Claims Director Position Description

This is a full-time (37.5 hours per week), exempt position and may be located in Anchorage or Juneau. Salary will be determined jointly by the Directors commensurate with experience, training, and performance. Personal leave, holidays, health insurance or a benefit allowance in place of health insurance, and a retirement plan are provided.

The Claims Director is expected to travel between Anchorage and Juneau regularly and may occasionally be expected to assist with claims after normal business hours.

ACKNOWLEDGMENT

I have reviewed the above Job Description, I understand my duties and responsibilities, and I am able to perform the duties of the job. I agree that management retains the right to change this Job Description anytime and review the changes with me. I understand that my employment with the pools is at will.

_____ Date _____
Claims Director

_____ Date _____
Executive Director, APEI

_____ Date _____
Deputy Director, AMLJIA