



Job Title

## Liability Claim Representative

Reports To

Operations Manager

FLSA Status

Exempt

Last Modified

2019 01 25

### Job Summary

Under the direction of WMMIC management, the employee in this position is responsible for working with WMMIC member representatives, claimants and others toward the successful implementation of the company's claims philosophy and liability claim handling policies.

### General Accountabilities

- Claim handling and adjusting activities in accordance with WMMIC's Liability Procedure Manual and WMMIC's Litigation Guidelines. Utilizing Wisconsin governmental immunities and tort caps when appropriate.
- Direct the handling of litigated files through:
  - Selection and direction of defense counsel;
  - Monitoring and reviewing litigated claim files to ensure correspondence and file notes are accurate and timely;
  - Review accuracy and appropriateness of legal and loss adjustment billings.
- Assign and direct the work of outside adjusting firms as needed.
- Effectively utilize WMMIC's risk management information system to:
  - Establish and maintain claims files,
  - Enter and monitor claim reserves,
  - Maintain appropriate file diaries,
  - Document file activities,
  - Maintain up-to-date file status, including claim closure,
  - Approve and authorize claim payments (within authority),
  - Identify claims of high frequency or high severity for each member entity.
- Provide coverage interpretations and evaluate claims for legal liability and exposure potential.
- Establish and maintain effective communication and professional working relationships with WMMIC members, claimants, service providers, co-workers and others.
- Communicate the status of claims with members and WMMIC management.
- Respond timely to member inquiries and questions.
- Assist in maintaining the WMMIC Liability Claims Manual annually.
- Assist in all necessary Reporting as required by local, state for federal statutes.
- Ability to travel overnight (up to 1-2 nights per quarter).
- Perform other duties as assigned.



## **Job Qualifications**

- Education: Bachelor's degree preferred
- Experience: Up to five years of related experience or comparable experience
- Associate in Claims (AIC), or Associate in Risk Management (ARM) desirable
- Experience in municipal government claims desirable

## **Skills**

- Excellent written and verbal communication
- Proficient in the use of Microsoft Suite products and other system applications
- Quality and customer service focused
- Exceptional organization skills and ability to give attention to detail
- Ability to comprehend and interpret a variety of documents including state and federal regulations and standards related to loss control/risk management.
- Excellent decision making and analytical skills