



The [Miami Valley Risk Management Association](#) (MVRMA), a member driven local government risk management pool in Southwest Ohio, is seeking a qualified candidate for the position of **Claims Manager**.

Job Responsibilities

This individual is responsible for management of the MVRMA Claims Department, including adjustment of all claims presented to MVRMA by its 21 member cities in the Dayton and Cincinnati areas.

Primary activities include ensuring accurate and timely new file set-up, claim investigation, denial of claims to third parties (where appropriate), claims reserving, coverage determination, claims payments, negotiation of settlement, management of litigation, and oversight of outside adjusters, including third-party administrators and independent adjusters.

Qualifications

Bachelor's degree in insurance, risk management, business administration or a related field. A graduate degree and/or ARM or CPCU designation is preferred. Seven years of multi-line claims experience. Public sector and/or self-insurance experience is preferred.

Pay and Benefits

- Pay Range: \$77,000 - \$111,000
- FLSA Status: Exempt
- Reports to: MVRMA Executive Director
- Insurance: PPO plan through CEBCO. Details available on request.
- Retirement: OPERS pension. Details available on request.

How to Apply

Candidates interested in working in a rewarding employment environment with flexible schedules, including hybrid work opportunities, and working with a collaborative and communicative team, should submit their resume and letter of interest to dbryan@mvrma.com.

This position is open until it is filled. MVRMA is an Equal Opportunity Employer.

MIAMI VALLEY RISK MANAGEMENT ASSOCIATION

Position Description

Position Title: Claims Manager
Reports to: Executive Director
Pay Range: \$77,000 - \$111,000
FLSA Status: Exempt

JOB RESPONSIBILITIES

Responsible for management of the MVRMA Claims Department, including adjustment of all claims presented to MVRMA by its members. Primary activities include ensuring accurate and timely new file set-up, claim investigation, denial of claims to third parties (where appropriate), claims reserving, coverage determination, claims payments, negotiation of settlement, management of litigation, and oversight of outside adjusters, including third-party administrators and independent adjusters.

QUALIFICATIONS

Bachelor's degree in insurance, risk management, business administration or a related field. A graduate degree and/or ARM or CPCU designation is preferred. Seven years of multi-line claims experience. Public sector and/or self-insurance experience is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of insurance industry and claims handling standards, including the claims management process and state laws.
- Knowledge of Ohio laws relating to risk pooling, governmental immunity and other laws and regulations affecting claims operations.
- Detailed knowledge of personal computers and mastery of software applications including word processing, spreadsheets, data bases, claims information systems and risk management information systems.
- Experience managing litigation and working with attorneys.
- Written and oral communication skills in order to prepare and present reports, studies, educational programs and member training.
- Ability to function independently with minimal direction and oversight.
- Ability to travel to member locations throughout Ohio to conduct claims investigations as necessary.
- Technical understanding of insurance contracts and ability to interpret coverage agreements and insurance policies.
- Experience and skills managing personnel.
- Demonstrate positive interpersonal relations in dealing with fellow employees, MVRMA Members and vendors so that productivity and positive relations are maximized.
- Ability to make routine decisions in accordance with established policies and procedures.

ESSENTIAL FUNCTIONS

- Responsible for the adjustment of all property and liability claims including making claimant and member contacts, conducting investigations, opening/setting up files, denying claims, making claims payments, negotiating settlements and managing litigation.

- Ensures consistent application of MVRMA's claims administration policy and claims administration procedures.
- Prepares and analyzes loss runs and consults with Executive Director regarding more serious or complex claims.
- Assists the Executive Director in all technical and policy-related matters relating to the administration of MVRMA's claims. Plans, develops, coordinates and administers policies, procedures and programs relating to claims management.
- Assists the Executive Director in preparing information for Board, Executive Committee and Standing Committee agenda packets.
- Attends and presents at Board, Executive Committee and Standing Committee Meetings.
- Advises the Executive Director, Loss Control Manager, and members on claims which indicate the need for remedial loss control activities.
- Maintains the claims management information system and ensures its continual accuracy and integrity.
- Deals directly with excess insurers for claims exceeding MVRMA's SIR, acting as an advocate with excess insurers for MVRMA and member cities.
- Develops cooperative relationships with member cities and their staff, MVRMA service providers, defense counsel and others in order to effectively administer claims and litigation.
- Cooperates with independent auditors conducting claims audits.
- Maintains knowledge of current trends in the field of claims administration by reading appropriate books, journals and other literature and attending relevant conferences and training seminars.
- Participates in MVRMA's strategic planning, budget preparation activities and recommends goals and objectives for the annual work plan.
- Manages independent adjusters/investigators to perform specialized field work and/or claims adjusting, where appropriate.
- May supervise other claims employees.
- Develops claims related articles and information for publication in MVRMA's newsletter.
- Performs other duties as assigned by the Executive Director.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel, talk or hear. The employee frequently is required to stand, walk, sit and reach with hands or arms. The employee is occasionally required to climb or balance, stoop, kneel or crouch. The employee must regularly lift and/or move up to ten

pounds and occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception.

This position description does not state or imply that these are the only duties and responsibilities which may be required of the position incumbent. This position description is not intended to create any contractual rights or responsibilities.

I understand the above duties and requirements as specified in this position description and will perform them to the best of my ability.

Employee

Executive Director