

United States Jobs Expertini®

Spvsr Property Claims Branch

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Company: Mercury Insurance

Location: United States

Category: business-and-financial-operations

Job Details

Description

Join an amazing team that is consistently recognized for our achievements and culture, including our most recent Forbes award of being one of America's Best Midsize Employer for 2023!

Position Summary:

If you're passionate about helping people restore their lives when the unexpected happens to their homes and providing the best customer experience, then our Mercury Insurance Property Claims team could be the place for you!

As a supervisor your role is to provide inspired leadership, technical and administrative oversight for a team of claims adjusters/examiners responsible for the adjudication and settlement of minor to moderate complexity first party property claims through efficient and compassionate service. Your responsibilities will include coaching and mentoring team members to achieve company goals and to ensure all activity and file handling is consistent with company policies, procedures, and statutory guidelines. The role supports continuous development of team members in pursuing their career goals. The Supervisor manages staffing levels and workloads while monitoring attendance, personnel issues, performance evaluations, interviewing and completing the disciplinary action process.

Essential Job Functions:

Supervise the professional staff in the handling of property claims within specified unit by assigning new and transferred losses to staff, reviewing initial investigations, evaluations, demands, authority for settlement, reserve recommendations, etc., providing guidance and

recommending action plans.

Assists in the development of basic objectives, procedures, and operations of the branch; analyzes operating results relative to established guidelines and takes appropriate action to improve performance and productivity.

Assists in the direction of the claims branch to minimize indemnity and expense impact, to ensure appropriate reserve levels, and to implement claims objectives, policies, and procedures.

Maintains performance records and prepares reports for management regarding unit operations, production, and expenses, as necessary.

Ensure excellent customer service is provided by Property Claims professionals and directly address escalated customer service issues.

May review and approve utilization of vendors for investigative purposes to ensure proper expense controls exist.

Represents the Company and branch in relationships with consumers, government agencies, independent vendors, and agents.

Screens files for possible coverage issues, fraudulent or inflated claims or questionable activity and transfers files to appropriate department for further investigation as needed.

Reviews team member work quality and service interactions with customers by conducting ride alongs, sit alongs and file reviews

Other functions may be assigned

Education:

- Bachelor's Degree desired
- Ability to obtain state specific property claims licensing, where required.

Experience: Describe the required/desired years and type of experience

Experience:

- A minimum of 5 years related property claims industry experience preferred
- Or equivalent combination of education and/or experience may be considered
- Have prior experience working or leading a group of team members preferred

Knowledge and Skills:

As a Property Claims Branch Supervisor, you will:

- Need advanced proficiency and experience using Microsoft Office (Teams, Excel, Access, PowerPoint and Word)
- Need ability to accurately interpret estimates completed on commonly used industry

software

- Have proficiency and experience using virtual inspection and meetings tools
- Obtain and utilize in-depth technical knowledge of established Company policies, procedures, products and services, as well as Property Claims operations and the insurance contract; and the ability to apply such knowledge in an administrative/supervisory capacity.
- Make accurate assessments of damage and reparability, utilizing their strong technical and analytical abilities.

Evaluate appropriateness of actions taken by claims personnel to settle claims and maintain objectivity and consistency in evaluating claim files.

- Exercise independent judgment with respect to staff and claims issues which may have a very significant impact on the Company in areas such as costs, consumer loyalty, team member relations and legal complications.
- Possess excellent written and verbal communication skills and the ability to correspond effectively and professionally with staff, agents, insureds, attorneys, etc. Interacts cordially with other team members to accomplish common tasks.
- Effectively conduct training and serve as a facilitator for staff, as needed.
- Motivate, monitor and develop others in a career development and training capacity to maintain a knowledgeable and highly-qualified staff of Property Claims Professionals.
- Work independently in the planning and development of departmental goals and objectives under the direction of management.
- Utilize critical attention to detail, good organizational skills, self-initiative to prioritize daily needs of the property departments.
- Create a climate where people are motivated to do their best to help the organization achieve its objectives.
- Hold self and others high levels of accountability to meet commitments.
- Paint a compelling picture of the vision and strategy that motivates others to action.
- Create a culture of continuous learning and development, providing opportunities for your direct reports to reach their full potential.
- Utilize resilience and creativity to anticipate changing market conditions, handle day-to-day issues, and lead special projects when needed.
- Make timely and thoughtful decisions imperfect information, to continuously move the organization forward.

Why choose a career at Mercury?

At Mercury, we have been guided by our purpose to help people reduce risk and overcome unexpected events for more than 60 years. We are one team with a common goal to help others. Everyone needs insurance and we can't imagine a world without it.

Our team will encourage you to grow, make time to have fun, and work together to make great things happen. We embrace the strengths and values of each team member. We believe in having diverse perspectives where everyone is included, to serve customers from all walks of life.

We care about our people, and we mean it. We reward our talented professionals with a competitive salary, bonus potential, and a variety of benefits to help our team members reach their health, retirement, and professional goals.

Learn more about us here:

We offer many great benefits, including:

Competitive compensation

Flexibility to work from anywhere in the United States for most positions

Paid time off (vacation time, sick time, 9 paid Company holidays, volunteer hours)

Incentive bonus programs (potential for holiday bonus, referral bonus, and performance-based bonus)

Medical, dental, vision, life, and pet insurance

401 (k) retirement savings plan with company match

Engaging work environment

Promotional opportunities

Education assistance

Professional and personal development opportunities

Company recognition program

Health and wellbeing resources, including free mental wellbeing therapy/coaching sessions, child and eldercare resources, and more

Mercury Insurance is an equal opportunity employer. All qualified applicants will receive

consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, status as a protected veteran, or any other characteristic protected by federal, state, or local law.

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