

Casualty Claims Supervisor

Utica First Insurance Company – Oriskany, NY

The primary responsibility of the **Claims Supervisor** will be to supervise a team of adjusters and direct their workflow and train staff in accordance with the applicable statutes, regulations, requirements and company policies and procedures.

Essential Duties & Responsibilities:

- Manage staff caseloads and provide appropriate direction as needed.
- Audit staff performance and identify areas where training is needed.
- Enforces departmental guidelines, policies and procedures to ensure company objectives are met.
- Vendor and legal management.
- Monitor and mentor diary management.
- Assign duties and examine work for quality and conformance to guidelines.
- Maintain harmony among staff as well as vendors and resolve grievances.
- Adherence to state regulations, statutes and Best Practices.
- Other duties may be assigned as determined by management.

Qualifications:

- Must demonstrate competence and thorough understanding and knowledge of claims process and systems.
- Experienced with coverage issues and disclaimer letters
- Bachelor's degree required and previous supervisory experience.
- Demonstrated leadership skills/abilities.
- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
- Expert level written and verbal communication skills.
- Demonstrated proactive approaches to problem-solving with strong decision-making capability.
- Highly resourceful team-player.
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response.
- Forward looking thinker, who actively seeks opportunities and proposes solutions.

Utica First offers:

- Competitive starting salary
- Medical, Dental, Vision, Life and Disability Insurance, company paid LTD and Travel Accident and Flexible Spending Accounts
- Matching 401(k) Plan
- Bonus program
- Paid vacation, sick and personal time with generous holidays
- Business casual environment

Please forward your resume' to: employment@uticafirst.com, or mail to:

Utica First Insurance Company
Employment Opportunities
PO Box 851
Utica, NY 13503-0851

Utica First conducts pre-employment screening examinations designed to prevent hiring individuals who use illegal drugs or individuals whose use of legal drugs indicate a potential for impaired or unsafe job performance. Any potential hire for Utica First will undergo screening for the presence of illegal drugs as a condition for employment. Utica First will not discriminate against applicants for employment because of past abuse of drugs.

Utica First Insurance is an established property and casualty Insurance company located in the Oneida County Industrial Park in Oriskany, NY. We have been in business for over 110 years. Utica First is an A rated company (Excellent) by AMBest.