



**AVP PROPERTY CLAIMS –
PROGRAM BUSINESS**
Chicago, IL (possibly remote)



**CORE
SPECIALTY**

THE CORE SPECIALTY ADVANTAGE

Core Specialty offers a diversified range of property and casualty insurance products for small to mid-sized businesses. From underwriting offices spanning the U.S., the Company focuses on niche markets, local distribution, and superior underwriting knowledge, offering traditional as well as innovative insurance solutions to meet the needs of its customers and brokers. Core Specialty is an insurance holding company operating through StarStone Specialty Insurance Company, a U.S. excess and surplus lines insurer, and StarStone National Insurance Company, a U.S. admitted markets insurer. The Company is rated A- (Excellent) by AM Best.

CONTACT US

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CORE SPECIALTY

Essential Duties and Responsibilities:

(Position based in Chicago, IL or possibly remote)

Technical Oversight and Management of Property Claims for business through Program Administrators and claims handled primarily by Third Party Administrator (TPA) partner.

Key Accountabilities/Deliverables:

- Ensure TPA compliance with established claim handling guidelines regarding coverage, investigation, liability, damages, evaluation and resolution.
- Act as escalation point for complex claims outside of TPA authority
- Conduct ongoing quality review of TPA claim product; develop plans of action for targeted improvement opportunities.
- Partner with TPA's to develop, implement and periodically test CAT response plans that comply with Core Specialty CAT planning best practices. Assess CAT performance and implement improved processes from lessons learned.
- Responsible for coaching, developing and motivating direct reports (as applicable). Responsibilities include but are not limited to: recruitment and selection; employee appraisals and proactively addressing employee grievance and performance issues.
- Act as claims contact for reinsurance placements
- Provide timely communication regarding CAT event and large loss estimates
- Adhere to the Core Specialty Panel Counsel Program and Litigation Guidelines
- Engage in rigorous ALAE control and management, by competently selecting, instructing and managing 3rd party vendors, as appropriate, including TPAs acting on the behalf of Core Specialty pursuant to MGA and other binding authority arrangements
- Collaborate with Underwriting and Actuarial team on claim lessons learned and other insights
- Comply with Team and Individual Service Levels and Key Performance Indicator ("KPI") metrics
- Perform administrative duties as and when required
- Proactively expand and maintain awareness of market, industry
- Responsible for coaching, developing and motivating direct reports (as applicable).
- Responsibilities include but are not limited to: recruitment and selection; employee appraisals and proactively addressing employee grievance and performance issues. It is important that these duties are carried out in accordance with Company policies and practices and in conjunction with HR.
- In addition to the above key responsibilities, you may be required to undertake other duties from time to time as the Company may reasonably require.

Technical Knowledge and Understanding:

- Possess a comprehensive understanding and knowledge of state and federal laws (including legislation) applicable to Property claims. Possesses an in-depth understanding of the policy language/coverage applicable to US Property Claims.
- Computer skills – good working knowledge of MS Office Apps, including Excel, SharePoint, PowerPoint
- Previously utilized an electronic claim system
- Proficiency in MIS analytics and claims financial reporting applicable to Property claims.

Experience:

- College degree required
- A minimum of 10 years' experience in the handling and/or management of commercial property claims.
- Large loss (>\$250K) handling experience
- 1st-party litigation management
- Experience in CAT planning and response
- TPA oversight and/or management

At Core Specialty we believe that our employees are our most important asset. Helping our employees and their families achieve and maintain good health – physical, emotional, and financial – is the reason Core Specialty offers extremely rich and affordable benefits including, but not limited to medical, dental, vision, and life insurances; short and long-term disability; a Company-match of 100% of a 6% contribution 401(k) plan; an Employee Assistance Plan; Health Savings Account, Flexible Spending Account, Health Reimbursement Account, and gym reimbursement.