



**AVP Property Claims
Technical Services
*Chicago, IL***



**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

For more information, please contact:

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Essential Duties and Responsibilities: *(Position based in Chicago, IL)*

Responsible for development, implementation and management of claim shared services supporting delivery of accurate and efficient claim product

Key Accountabilities/Deliverables:

- Overall responsibility for operational support for Property Claims
- Develop and update/maintain Claim reporting dashboards
- Oversee FNOL process with outsourced FNOL vendor
- Manage Property Loss Run process
- Establish and maintain Property Claim vendor panel, including necessary vendor agreements, SLA's and associated vendor scorecards
- Assist in TPA due diligence process related to provision of claim data and reporting
- Collaborate with LOB leadership team to develop vendor guidelines, SLA's and associated scorecards; coordinate regular stewardship meetings with key vendors to track performance and action plan for improvement as needed
- Develop and manage process documentation for key processes related to Property Claims
- Represent Property Claims in key IT initiatives, including development and implementation of Property Claim system, TPA data ingestion tool(s) and ad-hoc dashboards
- Develop and manage tools and analysis for measurement of customer and broker satisfaction with claim service and develop action plans for service level improvement
- Primary process owner for innovation initiatives leading to efficiency gains and customer/broker experience improvements
- Assist Head of Claims with development, management and tracking department operating budget
- Collaborate with Compliance team to ensure a rigorous anti-fraud program is in place to effectively manage Property-specific efforts. Regularly evaluate SIU vendor performance and evaluate optimal operating model for anti-fraud efforts.
- Evaluate Recovery services vendors for best fit with Property business model; establish appropriate metrics and monitoring to ensure optimal subrogation and salvage results
- Collaborate with LOB management on Litigation Management tools and reporting.
- Work with Property Division colleagues on end-to-end systems integration
- Perform administrative duties as and when required
- Proactively expand and maintain awareness of market, industry
- 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.

Experience:

- College degree required
- MBA or other applicable advanced degree preferred
- Experience leading broad-ranging change initiatives with tangible financial impact
- Formal Project Management and Process improvement experience
- Systems implementation experience
- Experience in Commercial Insurance

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.