

## Position Description

**Job Title:** Claims Supervisor  
**Department:** Claims  
**Reports To:** Assistant Claims Manager  
**Coordinates With:** Claims Manager, Assistant Claims Manager, Adjusters, Claim Coordinators, Lead Claim Coordinators, Medical Services Unit, Vendors, Claimants and Providers.  
**Position Status:** Exempt

### **JOB SUMMARY:**

This position is accountable for ensuring the prompt, efficient, and high-quality processing of claims.

### **ESSENTIAL FUNCTIONS:**

- Supervises claims staff to ensure delivery of quality and responsive claims service
- Assists in the planning and implementation of claims programs to meet business objectives of timeliness, quality, and legal compliance
- Communicates objectives and expectations, monitors performance, provides guidance and upgrades skills of team members through training
- Monitors work assignments and performance to meet service standards
- Investigates and resolves complex and unusual claims and authorizes payments within delegated authority
- Manages department productivity and coverage to ensure high customer service standards
- May establish reserves and make recommendations to the Assistant Claims Manager on cases exceeding personal authority
- Reviews check register in Assistant Claims Manager's absence
- Ensures compliance by following guidelines, contracts, and state and federal insurance regulations
- Contributes to the department's effort by accomplishing related results as needed
- Code of Conduct: Always conduct yourself in a professional and ethical manner, even when away from the office. You are an extension of LUBA, and your actions should always reflect positively on the company.

### **QUALIFICATIONS REQUIRED:**

- Excellent computer skills using Microsoft Word, Excel, and Outlook
- Excellent verbal and written communications skills
- Excellent relationship building, conflict resolution, and team building skills
- Strong skills in time management, planning, and organization
- Must be able to handle multiple tasks, take initiative, and work independently

### **EDUCATION/EXPERIENCE REQUIREMENTS:**

- Bachelor's degree or equivalent business experience

*This job description in no way states or implies that the duties and responsibilities above are the only duties to be performed by the individual with this job description. The individual may be called upon and required to follow other instructions or perform other duties requested by his or her manager consistent with the purpose of the position, department, and/or company objective.*