



USC University of Southern California

Claims Manager Job Description

JOB INFORMATION

Job Code:	119113
Job Title:	Claims Manager
FLSA Status:	Exempt
Supervisory:	
Job Family:	Safety/Risk Management
Job Family Group:	Environmental Health and Safety
Management Level:	5 Manager

JOB SUMMARY

Reviews, investigates, analyzes and submits claims/incidents to the university's Third Party Claims Administrator (TPA) and/or the university's insurance broker. Manages TPA's activity on claims and instructs resolution manager/supervisor, as needed, with technical knowledge, independent judgement, deductive/inductive reasoning, critical thinking and diplomacy. Manages the TPA's self-funding account, reviewing and processing all payment invoices, and manages TPA handling of litigated files to ensure progression of each case. Determines potential subrogation against third parties involving first-party claims. Attends scheduled meetings with management to review status of open/active claims, and presents strategy for progression of claims, as well as reduction of repeated claims by conducting root cause analyses.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Master's degree	And
	X	Juris Doctor (JD)	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		7 years	
	X	3 years	in combination with higher level degree

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience in higher education administration and/or insurance and risk management, or related fields.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Knowledge of insurance, risk management and/or contract writing and negotiating.
	X	Knowledge and experience with international risk management, mediation, and small claims.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		Certification as an Associate in Risk Management (ARM)
	X		Chartered Property Casualty Underwriter (CPCU)

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Reviews, investigates, analyzes and submits claims/incidents to the university's Third Party Claims Administrator (TPA) and/or the university's insurance broker. Maintains and manages claims/incidents using USC's risk management RMIS system. Ensures accurate entry of claims data, and prepares and completes varied reports on a quarterly basis.				
Manages TPA's activity on claims and instructs resolution manager/supervisor, as needed, with technical knowledge, independent judgement, deductive/inductive reasoning, critical thinking and diplomacy. Provides TPA with all necessary documents pertaining to claims, and maintains organized claim/incident files and up-to-date notes in RMIS with appropriate diaries, to allow for proper and timely progression of claims.				
Manages the TPA's self-funding account, reviewing and processing all payment invoices, and manages TPA handling of litigated files to ensure progression of each case.				
Determines potential subrogation against third parties involving first-party claims. Investigates first party related to property and casualty matters as needed by performing appropriate investigation, review of documentation, and claims resolution. Assists Risk Management Director with educating departments across the university as it relates to property/casualty claims.				
Attends scheduled meetings with management to review status of open/active claims, and presents strategy for progression of claims, as well as reduction of repeated claims by conducting root cause analyses.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
	<i>Campus Security Authority (CSA)</i>		<i>Essential:</i>
	By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/		

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.