



Job Title: Claims Supervisor

Department: Claims

Reports To: Claims Manager

Status: Exempt

Summary: A successful Claims Supervisor will be an integral part of the daily operations of the Claims Department. This position supervises and directs the adjustment and administration of non-standard auto insurance claims within a designated unit involving specialization in or any combination of coverage, liability, property, or auto physical damage, and participates directly in the adjustment of complex or unusual claims. This Claims Supervisor brings prior past experience in the non-standard auto environment to the Company and is able to develop the best practice skills of claims representatives, is accountable for the unit's results, and possesses and demonstrates technical claims competency.

Essential Job Functions:

- Supervises 3 to 6 claims adjusters and/or examiners
- Mentors, coaches, and trains personnel to achieve desired goals and position objectives
- Proactively assesses claims processes and develops strategies to maintain or improve performance
- Collaborates with employees individually and as a unit to promote accurate and ongoing performance feedback and promote career development
- Conducts daily diary reviews to evaluate claims representatives' performance
- Provides technical support for establishing appropriate reserves for new and ongoing claim investigations
- Monitors claims that meet a high exposure loss profile and /or files where the claims investigation has revealed indicators of potential fraud
- Assists in the identification and resolution of coverage issues, liability determination, and assessment of comparative negligence
- Maintains compliance with the Department of Insurance and Company procedures
- Perform other duties as required by management

Required Skills and Experience:

- Minimum of five (5) years of Claims experience in non-standard personal lines liability with two (2) years of supervisory experience
- Multi-state claims handling experience, preferred
- Working knowledge of Microsoft Office - Word, Excel and PowerPoint
- Excellent verbal and written communication skills
- Strong organizational and analytical skills, required

Education Requirements:

- High School Diploma or equivalent, required; College Degree, preferred

About Us:

Western General Insurance Company has a long-standing reputation as a leader in the non-standard automobile insurance industry serving CA for 46 years. In addition to CA, we currently do business in 3 other states and continually strive to expand the growth of our company. We are a service-oriented company where we believe "Great Service is our standard, not the exception". We offer competitive salaries based on knowledge and experience. Our excellent benefits allow you to qualify for your choice of medical plan, as well as dental, vision and life insurance plans, within your first three months of

service, save for your future with our 401(k) and Profit Sharing plans, balance your life with generous paid time off, and enjoy casual dress every day. Employees also receive discounts for shopping, entertainment, dining, and more through WG Perks. Our open-door policy, casual dress code, great benefits and our commitment to demonstrating our appreciation to our employees makes Western General a great place to work. We are an equal opportunity employer.