

Texas Windstorm Insurance Association

Job Description

Department: Claims
Position: Quality Analyst
Reports to: Sr. Manager- Claims Quality
Control and Training

Job Summary

Responsible for performing quality assurance evaluations of claim files including regulatory compliance, coverage analysis, loss investigation, loss valuation, appropriate reserving and overall results to achieve desired business outcomes.

Goals

- Instill a customer focus in the organization.
- Manage process improvement and develop measures of success.
- Provide an infrastructure accountable for executing TWIA policies and procedures in a compliant and consistent manner.
- Provide guidance to stakeholders on devising effective and efficient approaches to achieve business objectives

Job Specific Key Responsibilities

- Quality Assurance
 - Quality Review Process
 - Conducts examiner claim file quality reviews and participates in other quality assurance projects as needed
 - Responsible for data collection, analysis, recommendations and reporting of claim file quality reviews
 - Maintain Salvage Log
 - Maintains TWIA Salvage Log.
 - Claims Complaint Resolution
 - Works with TWIA Compliance Coordinator to resolve policyholder complaints not requiring in person contact.
- Procedures
 - Claims Procedures and Process Improvement
 - Documents, maintains, analyzes and makes recommendations for improvement for TWIA claim handling policies and procedures
 - Manuals Control
 - Maintains change control logs and versions for Claim Procedures Manuals and other Claims documented procedures

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Job Specific Key Responsibilities continued

- Training and Development
 - Internal Claims Training
 - External Claims Training
 - Assesses training needs, develops and implements effective training programs, utilizing all appropriate delivery methods, including classroom training, on-the-job training, webinars, teleconferences and eLearning
 - Develops reference materials and job aids
 - Develops and administers certification program for attendees of TWIA Claims workshops, webinars and other instructional programs

Universal Quality Analyst Criteria

- Prefer graduate of 4 year accredited college or university
- In depth understanding of property and casualty insurance business operations
- Well organized & disciplined work habits
- Clear, effective verbal and written communication skills including the ability to actively listen, problem solve, and communicate effectively with both technical and business users
- Goal oriented
- Claim processing system, Microsoft Office, Xactimate, XactAnalysis and related software
- Ability to contribute to a collaborative environment by consistently demonstrating teamwork, high motivation, positive behavior and effort to achieve goals and objectives
- Knowledge of residential and commercial construction
- Technically qualified to adjust & oversee Building, Contents, Business Income, Extra Expense & Flood coverages
- TX (all lines) property casualty adjusting license
- Minimum of 10 years experience as a field adjuster handling multi-line claims (prefer some independent and some staff experience)

Flexibility

1. Must have the ability to expand and contract specific job roles during peak and low work periods
 - a. During low work periods, Supervisors and Managers should be able to drop down to Examiner or other roles as defined by the Association's needs.
 - b. Technical staff should be able to drop down into commercial property inspection roles during low work periods.