

Texas Windstorm Insurance Association
Job Description

Department: Claims :

Position: Claims Reinspector :

Reports to: Sr. Claims Manager –
Quality Control and
Training

Job Summary

Responsible for performing quality assurance evaluations of field claim files including loss investigation, loss valuation, estimate quality, and overall results to achieve desired business outcomes. Provide support to the Claims organization on complex or challenging claims.

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
 - Claim Reinspection Process
 - Reinspect vendors, validate estimates, inspect disputed repairs and RCC claims
 - Responsible for data collection, analysis, recommendations and reporting of vendor inspections and estimates
 - Claims Complaint Resolution
 - Works with TWIA Compliance Coordinator
 - Resolve policyholder complaints requiring in person contact.
 - Underwriting Inspection Process
 - Conduct commercial and residential large risk quality control inspections and reinspections in the field.
- 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

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Additional Responsibilities

Conduct commercial and residential large risk quality control inspections and reinspections in the field.

- Conduct quality control estimate reviews and sampling
- Conduct in-the-field ride along's with adjusters and vendors
- Monitor, evaluate and communicate reinspection results pertaining to the overall Property field work product
- Prepare and deliver Independent Adjuster over/underwriting reports
- Coordinate findings/results with TWIA Claims management and staff
- Provide input to training needs
 - Assist with assessing training and development needs of Field Adjusters
 - Assist in establishing, implementing and monitoring department policies and procedures
- May assist with delivery of training materials
 - Participates in and/or delivers training to Field Adjusters
- Participate in Catastrophe event management as needed
- Perform Examiner work as needed

Job Specific Criteria

- Ability to inspect/reinspect, analyze & recommend adjustments to adjust large, complex personal & commercial losses
- Minimum of 15 years as field adjuster handling multi-line claims (prefer some independent and some staff experience)
- Minimum of 7 years experience supervising field adjusters on multi-line claims with emphasis on 1st party residential losses

