
Claims Manager

Special District Risk Management Authority (SDRMA) seeks a talented professional to fill the role of Claims Manager. This is a rewarding opportunity to join a team committed to providing quality service, fiscal integrity and stability, and member-focused programs that maximize protection and minimize risk to California local governments.

About SDRMA

Special District Risk Management Authority (SDRMA) is a public entity joint powers authority formed in 1986 to provide property, liability, workers' compensation, and health benefits coverage protection and risk management services statewide exclusively for California public agencies. SDRMA's primary objective is to serve as a single comprehensive resource providing quality coverage protection, risk management services, claims management, and a safety and loss prevention program tailored to meet the complex needs of California public agencies. Located in downtown Sacramento, SDRMA is governed by a seven-member Board of Directors supported by 16 staff members.

About the Position

The Claims Manager is a manager level position and reports to the Chief Risk Officer. Under general direction, is responsible for the management and overall efficiency and effectiveness of the Claims Division for property, liability and workers' compensation programs. The fundamental purpose of these programs is to proactively manage claims and control losses by assisting members in identifying and reducing potential loss exposures through education, on-site inspections and technical support.

The Claims Manager is responsible for: supervising and training division staff, evaluating, monitoring and reviewing claims activities, coordinating and monitoring claims activities of third party claims administrator (workers' compensation program) and defense attorneys, identifying a wide variety of potential member loss exposures related to the coverages provided by the Authority, making recommendations to assist members in risk control and loss reduction, monitoring program effectiveness, and providing written reports to Chief Risk Officer (CRO). The Claims Manager maintains a caseload of files and participates in evaluating the performance of the employees whom they supervise.

The duties include, but are not limited to:

- Review, evaluate, assign and monitor claims.
- Handle a caseload up to 100 claims.
- Evaluate, investigate, resolve claims within Authority policies and generally accepted industry standards/practices.
- Establish and monitor loss reserves.

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- Monitor loss development.
 - Assist with making decisions regarding coverage on lesser complex exposures and involve coverage counsel on complex exposures as needed.
 - Provide regular oversight and review of the excess reportable claims.
 - Provide proactive direction and guidance to staff.
 - Assist members with claim questions.
 - Perform annual staff performance evaluations, goal reviews, and succession plan review.
 - Ensure timely reinsurance/excess reporting.
 - Attend mediation/MSCs as needed.
 - Assist with the overall success of the organizational strategic plan, goals, and objectives of the organization.
 - Maintain a strong customer service focus both internally and externally.
 - Foster member relationships and assist members when needed.
 - Responsible to ensure accuracy of invoices and statements, approve payments and work closely with the Financial Division to reconcile invoices and payments.
 - Responsible to update and ensure the accuracy of Ventiv claims database.
 - Supervise division employees, schedule work assignments, monitor and oversee employee work performance, evaluate employee performance in accordance with Authority policy.
 - Review loss runs.
 - Improve professional skills and competency by attending workshops, seminars and conferences approved by the CEO.
 - Develop and present education and training programs to members.
 - Other duties as assigned by CRO.

Education and Experience

- Bachelor's Degree in directly related field or equivalent; Master's Degree in public administration, Finance, Accounting, or other related field is preferred.
- Ten years directly related experience, five years of which are at management level; public agency experience or governmental risk pool experience is preferred.
- Knowledge of Microsoft Office and Microsoft Dynamics is preferred.
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing

- Possession of a valid California driver's license and a driving record acceptable that meets the standard/policy that applies to the Authority's members.
- One Professional Designation such as: Associate in Claims (AIC), Casualty Claims Law Associate (CCLA) or Associate in Risk Management (ARM).
- Possession of a professional designation issued by The Institutes, such as Associate in Risk Management (ARM), Associate in Insurance Data Analytics (AIDA), or Chartered Property/Casualty Underwriter (CPCU), is desirable.

Compensation and Benefits

This position is classified under the Fair Labor Standards Act (FLSA) as exempt, salaried. The salary range is Level 5 (\$126,293 - \$178,450). SDRMA offers a competitive benefits package, including participation in CalPERS. SDRMA also offers the option of a hybrid work telecommuting schedule and alternative 9/80 work schedule.

To Apply

The recruitment is open until filled. Interested candidates **must** complete our online employment application and attach a resume: <https://www.sdrma.org/about-us/employment-application/>