



**USC** University of  
Southern California

## Senior Claims Examiner Job Description

### JOB INFORMATION

Job Code:	119115
Job Title:	Senior Claims Examiner
FLSA Status:	Exempt
Supervisory:	
Job Family:	Safety/Risk Management
Job Family Group:	Environmental Health and Safety
Management Level:	7 Individual Contributor

### JOB SUMMARY

Conducts insurance claim investigations to the point of conclusion (e.g., settlement negotiation). Engages with third-party administrators, reviews and evaluates loss notices, and determines insurance risks and exposures.

### JOB QUALIFICATIONS:

#### Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Master's degree	

#### 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		5 years	general and/or automotive liability
	X	8 years	as an insurance carrier

#### 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		Demonstrated knowledge and understanding of insurance industry standards and practices.
X		Proven knowledge of claims and risk management information systems.
X		Ability to think critically, solve problems, plan and prioritize activities, and multitask.
X		Proven organizational and interpersonal skills.
X		Ability to work independently and shuffle priorities on limited notice in a fast-paced environment.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Excellent written and oral communication skills.
	X	Extensive knowledge of other lines of business insurance beyond general and automotive liability (e.g., business interruption, commercial property, data breach).

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Conducts automotive, general liability, and other lines of insurance claims investigations, and performs claim research as assigned. Engages with relevant stakeholders as necessary (e.g., doctors, legal counsel). Documents, collects, inputs, tracks, and reports on insurance claim details and information.				
Engages with third-party administrators to initiate and manage new and existing claims. Reviews third-party administrator performance and makes recommendations for improvement.				
Reviews loss notices and determines appropriate response/course of action. Reviews and investigates Department of Public Safety incident reports and advises on consequential liability and exposure.				
Negotiates and concludes insurance claims. Documents and tracks information related to past claims and disbursements (e.g., payments, correspondence, reserves).				
Determines risks and exposures involved in insuring people and assets and recommends solutions to appropriate stakeholders.				
Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

## 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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			

## 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.