

Massachusetts Property Insurance Underwriting Association is seeking a Property Field Supervisor to join our Adjuster Unit in the Claims Department. This position is responsible for assisting the Property Field Manager with the direction, training, supervision, and periodic performance evaluation of the Association's property adjusters (outside) and desk adjusters. This position is also responsible for the inspection, investigation and settlement of the Association's large property claims, including the timely evaluation, negotiation, and equitable settlement of those claims in accordance with the terms and conditions of the policy contract.

JOB REQUIREMENTS:

This position requires a Bachelor's degree or equivalent experience in addition to formal training in construction codes and a knowledge of building codes. Prior claims adjusting experience, including large loss adjusting, is necessary including a thorough knowledge of property coverages, policy interpretation and legal climates. Maintain an up-to-date comprehension and awareness of changes within the insurance and construction industry. Proficiency with Xactimate property claims estimating software (Level 1 at a minimum; Level 2 preferred) is required. Active license in RI or ability to promptly obtain same. Strong verbal and written communication skills are needed to communicate with colleagues, clients and/or vendors and an ability to express ideas and concepts clearly is required. Must have a willingness to work as part of a team, sharing information and learning from colleagues. Strong analytical skills and a high level of accuracy and attention to detail are crucial. Must be able to work independently, have computer proficiency and maintain confidentiality.

RESPONSIBILITIES:

- Provide guidance, advice, feedback and support to staff adjusters in resolving difficult claims, complaints, coverage questions and estimation value.
- Assists the Property Field Manager in the development of the staff adjusters through direction and training as well as providing support on career growth and development by providing ongoing and specific feedback.
- Assist the Property Field Manager in the performance management of staff adjusters to include assisting in conducting disciplinary discussions and employee performance appraisals in conjunction with the Association's established guidelines.
- Provide guidance and support to the staff adjusters in the dissemination of training materials, building trade information, labor and material costs and all other information pertaining to the Association's policies and standard, as well as updates on legal and insurance industry developments.
- Assists the Property Field Manager in the reviewing and advising of Independent Adjuster estimates and overall claims handling.
- Assists the Property Field Manager in consultation with Fire and Police Departments, contractors, investigators, etc. to promote cooperation and to ensure prompt and accurate settlement of claims.
- Assists and participates in catastrophe planning and business continuity planning and testing.
- Assists the Property Field Manager in the controlling of expenses consistent with Company procedure.

- Investigates, examines, adjusts, and settles large loss property claims.
- All other duties and projects as determined and assigned.

ACTIVITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS:

To complete the essential functions of this position in a complete and timely fashion, the person must be able to:

- Must be able to remain in a stationary position 100% of the time.
- Needs to occasionally move about the office to access documents, office machinery, interact with team members, attend meetings, etc.
- Operate a computer and other office productivity equipment as needed to meet the requirements of this position.
- Read and create both physical and electronic documents.
- Effectively communicate with employees, customers, vendors, and other internal and/or external business partners on the telephone, in writing and in person.
- Think analytically, concentrate on assigned tasks, observe, and remember detail, and make decisions sufficient to meet the requirements of this position.
- Ability to travel as needed to meet the requirements of this position.

We offer an excellent benefits package, a matching 401(k) program, pension program, and we are conveniently located in Government Center.

For more information about Massachusetts Property Insurance, please visit our website at www.mpiua.com. Interested applicants should send resumes via e-mail. We are an Equal Opportunity Employer.