



## **ISS FACILITY SERVICES, INC**

Risk Management Claims Analyst

### **Position Summary:**

ISS Facility Services is currently seeking a Risk Management Claims Analysts. Under the direction and supervision of the Director Risk Management, the risk management analysts will assist in overseeing primarily general liability and commercial auto claims, and potentially workers' compensation; including managing claim activities and coordinating the investigation, evaluation, and resolution of claims within our self-funded TPA program.

### **Responsibilities include:**

- Review new claims filed (General Liability and Commercial Auto Liability) and follow up with the Third-Party Administrator, Branch Representatives, and all other relevant parties.
- Communicate with customers/clients, employees, managers, witnesses, and other relevant parties to gather detailed facts of an incident.
- Act as internal claims resource to assist with investigating and establishing extent of liability/compensability on claims filed with the Third-Party Administrator.
- Communicate updates to our branches and assist with any branch inquiries.
- Manage Third-Party Administrator assignments (i.e. outside counsel and other related services)
- Evaluate claim reserves and requests adjustments where appropriate.
- Review all active and open claims and push for prompt resolution and timely closure.
- Assist in settlement negotiations and provide proper authorization for resolution.
- Reinforce company policies, procedures, practices, and standards for claim reporting.

### **Qualifications:**

- High School Diploma required.
- College degree preferred but not required.
- Minimum of 5 years related claims experience preferred.
- Excellent Computer skills: Microsoft Word, Excel, PowerPoint, and Outlook.
- Experience with the various claims management systems and tools
- Ability to communicate effectively and foster good working relationship with a wide variety of staff levels, internal operations, and outside entities.
- Ability to direct claims resolution strategy and provide effective oversight of claim administrators.
- Should be self-directed and self-motivated, organized, detail-orientated, and demonstrate prompt turnaround and follow through and follow up.

### **CONTACT:**

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