

JOB DESCRIPTION

JOB TITLE: Subcontractor Default Insurance (SDI) Claims Director

EMPLOYER: Cove Programs Insurance Services LLC (CPIS) an Optio Company

DEPARTMENT: SDI

REPORTS TO: Nathan Espe, Head of SDI, CPIS

EFFECTIVE DATE: February 1, 2025 (or other date tba)

SUMMARY:

Provide oversight for the overall SDI claims process including leadership and direction for claims arising out of Cove's SDI portfolio.

DUTIES AND RESPONSIBILITIES:

- Manage the overall portfolio of SDI claims, track open and closed claim activity, monitor performance metrics and trends, and identify and drive opportunities for improvement in overall claims results
- Manage and oversee the SDI claims reporting, administration and resolution process to bring claims to a timely, fair conclusion.
- Identify and propose opportunities for improving the efficiency of current claims payment processes
- Identify and manage recovery and subrogation opportunities from the defaulting subcontractor and other potentially applicable insurance and recovery sources
- Oversee and manage the preparation and communication of large loss reports, reserve recommendations and other internal and external reporting requirements and management information
- Lead regular claims update calls with stakeholders, including third party adjusters, underwriting and risk engineering staff and syndicate claims representatives
- Support Cove SDI Risk Engineers and UW staff to conduct root-cause analysis and develop claims lessons-learned
- Work with appointed 3rd party adjusters and other stakeholders to identify opportunities to improve efficiencies in the claim reporting, adjusting and resolution process.
- Identify opportunities to enhance our overall claims service proposition and direct activities with other external resources, including 3rd party adjusters, coverage counsel, schedule analysts and other expert technical resources
- Oversee and manage any potential litigation / arbitration activities and settlement negotiations
- Provide analysis and insight over claims trends and emerging issues that may impact SDI portfolio performance
- Provide assistance, insights and advice for potential enhancements to or clarity in SDI policy form and endorsements to avoid or mitigate future unintended losses.
- Support SDI Underwriting and/or Risk Engineering staff in meetings with brokers and insureds as opportunities arise to articulate Optio's and Lloyds' Claim Service Proposition

- Assist in the testing, implementation and adoption of and/or creating enhancements to a new Claims Management System
- Develop, publish and present SDI claims thought-leadership content, including white-papers, podcasts, webcasts and other content as opportunities arise
- Identify future claims resourcing and/or staffing needs, including identification, recruitment, onboarding and training of any new SDI claims staff as may be required

QUALIFICATIONS:

- Undergraduate degree from four-year college or university, or **one to two years** of related experience and/or training, or equivalent combination of education and experience.
- Law Degree and/or graduate degree preferred
- Solid knowledge of Word, Excel and Outlook
- Excellent level of attention to detail including accurate written and numeracy skills
- Organized with the ability to prioritize work,
- Good team player
- Exceptional communication skills
- Superior client relationship management skills with the expertise and confidence to encourage and persuade clients to recommended course of action

COMPETENCIES:

- **Analytical**--Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.
- **Problem Solving**--Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Technical Skills**--Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Customer Service**--Manages difficult or emotional customer situations; Responds promptly to customer needs; Meets commitments.
- **Interpersonal Skills**--Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication**--Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Written Communication**--Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Teamwork**--Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Ethics**--Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

- **Organizational Support**--Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Strategic Thinking**--Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- **Motivation**--Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Planning/Organizing**--Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Professionalism**--Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality**--Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Adaptability**--Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Dependability**--Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Innovation**--Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequent use of computer, phones, other office equipment that includes sitting/standing hand and finger dexterity in addition to quiet work environment that allows for standard communication
- Candidates are expected to work from home in a suitable home office work environment to accommodate the employee's needs to perform their duties. Company will reimburse employee for necessary office equipment and supplies to perform their duties. If necessary and appropriate in specific circumstances, 3rd party meeting space can be rented on a short-term basis to accommodate meetings with adjusters, claimants, mediators, coverage counsel or other parties.
- Periodic domestic travel and some international travel to London, UK may be necessary to support, engage and/or manage 3rd party adjusters, legal counsel, expert/technical resources or witnesses, arbitration / litigation activity, Optio Executive staff, Cove UW and RE staff and claims representatives from Lloyds syndicates or other capital providers.

ACKNOWLEDGEMENT

I have read the foregoing job description and understand the responsibilities of the job. I agree that I am able to perform the essential duties of this position.

Employee Name

Manager Name

Employee Signature

Manager Signature

Date Signed

Date Signed