



Job Situation

Office, meeting rooms. Computer, phone, fax. Some field work. Sometimes stressful. Reporting to senior management. On call.

Weekly Hours of Work

40

Overtime

As required

Monthly Salary

\$4,200

Student Loan – Owing

Student Loan – Monthly Payment

Duties

Administer department staff and budget. Train and supervise adjusters. Liaise with other managers. Negotiate claim settlements.

Prospects

Senior management. Consulting. Business law. Self-employment.

Job Title

Claims Manager

National Occupational Classification (NOC)

1121

Job Description

The Claims Manager combines logical, analytical thought with fine communications skills and exceptional ability as a negotiator. When cargoes are lost or damaged, which can happen for a great variety of reasons, it must be determined if a claim is justified, what the amount should be, and who is responsible for paying it. When the claims are large, as they often are, the stakes are high and can require great effort to resolve.

Suppliers, their customers, other insurance companies and the police may be involved. Compromises must be struck and it is the claims manager who represents and protects the interests of the transport company in these matters, reporting to the president or general manager. Generally your job consists of running the claims department, administering the department budget, supervising staff, and liaising with other managers.

Particularly difficult or high value claims would be handled by you personally. Drawing on your experience and your knowledge of the industry and the players involved, you use your negotiation skills to achieve the best settlement possible for your company. When you succeed in saving the company from a large insurance claim or avoid a lawsuit, and the negative publicity that results, recognition and financial rewards follow.

Claims managers often learn the ropes as adjusters who can start with many possible combinations of education and experience. Eventually they will specialize in insurance related to a particular sector, such as transport. When they have acquired broad experience in their sector, claims managers can move into senior management and have options in education, consulting, and law.