



## Vice President of Claims and Risk Management

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### POSITION OVERVIEW

The select operational executive chosen for this role will join Inspirien, a customer-centric enterprise focused on the medical malpractice and workers' compensation insurance needs of its customers who are predominately in the healthcare industry. The Vice President of Claims and Risk Management will work closely with the CEO to discuss, evaluate, and implement strategic directions for the claims and risk management operations that support the overall direction of the company by establishing solid relationships with staff members, customers, board members, shareholders, partners and vendors. The select candidate must be able to clearly communicate strategic direction to both internal resources and outside partners and insureds. The winning candidate will be accountable for the overall management of the claims and risk management operation by managing a team of professionals. This leader will be expected to establish clear performance metrics, implement policies and procedures designed to produce the desired results and share in Inspirien's unique culture of coaching by ensuring continual professional development of staff that fosters trust and empowerment.

### JOB SPECIFICATIONS

*Specific background/experiences and skills/accomplishments that appear to be the most important for success in the position.*

- Career track of progressive, documentable accomplishments serving in increasingly complex Property and Casualty Claims leadership roles within insurance, risk management, healthcare or related industries.
- Provide thought leadership in claims litigation, negotiations, damages and trends. Sets strategic direction for the claims department in line with corporate strategy.
- Open-minded and collaborative nature to engage in discussions that lead to a state of continuous improvement in claims and risk management as well as knowledge share throughout the organization.
- Develop and implement best practices for proper and consistent performance, compliance and achievement of business goals. Establish clear reserving standards and ensure that those standards are continually met. Identify issues and trends in the portfolio; take appropriate and/or corrective action where necessary; communicate trends to underwriters, insureds and brokers. Identify claims with significant exposure and take a more active role coordinating a strategy for an appropriate resolution.

- Exposure and understanding of Enterprise Risk Management for customer base. Experienced at leading proactive management of risk to offer preventative solutions that help significantly reduce risk.
- Skills related to planning, developing, and implementing tactics for efficient processes while leveraging resources to ensure the organization's overall success. Skill to think creatively while navigating internal and external challenges with sound knowledge of management theory and practice.
- Proven knowledge of insurance claims processing, including experience examining complex claims, authorizing claim payment, setting reserves on payment, disbursement of funds, coordinating or conducting investigations on insurance claims, identifying claims with possible recovery from third parties, interacting with legal counsel, physicians, agents in regard to the disposition of complex claims.
- Adept at leveraging technology to bring about efficiencies in performance across the organizational footprint.
- Ability to initiate, nurture and develop ongoing productive relationships and to craft win-win outcomes in knitting together stakeholders to advance the organization. Fosters effective relations with all staff members, customers, board members, shareholders, partners and vendors.
- Talent management which fosters a culture of coaching through collaboration skills by coordinating efforts of a willing team of professionals at all levels. Exceptional ability to assess individual and group skill sets considering evolving organizational processes, and to map distinct steps to accomplish improvements, achieve and exceed goals. Ability to discern unique opportunities for synergies among various constituencies, leading to growth and advancement of business initiatives.
- Exceptional stand up presentation skills to senior level executives and the board. Track record of successfully facilitating and nurturing effective communications in keeping the executive team and key stakeholders apprised of financial and operational status to ensure financial and operational transparency.
- Business savvy, with expertise as a fiscally responsible, detail-oriented business executive. Demonstrated ability to establish goals and objectives, to function in a team environment, and to manage the accountability and stewardship of human, financial, and physical resources with efficacy in achieving client and organizational goals and objectives.
- Degree required. Advanced degree desirable.

## **PEOPLE SPECIFICATIONS**

*Those human traits and abilities which appear to be most important for the success of this position.*

- An emotionally intelligent, amiable analytic with conviction, maturity, sound logic, sense of humor, and a record of setting high standards and surpassing goals.
- Possesses a start-up/entrepreneurial mindset, with proven innovative thought leadership that is actionable and sustainable.
- A future-focused visionary. A change agent interested in breaking the mold and being the standard instead of chasing it.

- High energy with ability to wear multiple hats and facilitate multiple competing priorities and divergent viewpoints. Excellent follow through skills with record for responding to constituents in a timely way.
- An inspiring personality with ability to create collaborative and collegial relationships internally and externally.
- Possesses an innate desire and out-of-the-box perspective to contribute to a truly unique culture that is evolving and collaborative.
- A pro-active, engaged leader who addresses opportunities and challenges head-on. Performs with excellence under demanding circumstances.
- Self-assured, and confident yet well-grounded with appropriate personal humility.
- A servant-leader. An involved, active citizen of the community.
- An astute and active listener. Outstanding skill to communicate with intelligence and transparency at all levels.
- An excellent facilitator with the interpersonal skills to sell, affect, lead, and manage change and growth.
- Possesses broad understanding of business and the world, with technical proficiency in financial disciplines and a foundational understanding of business and financial management with solid and current understanding of the industry, industry trends, and the competition.
- Skill in identifying problems and opportunities, using creativity to map and bring about viable solutions.
- Possesses broad vision yet values a “sleeves rolled-up” practicality, with down-to-earth demeanor.
- Strong work ethic with bias for action, relentless drive, and willingness to invest the time and energy required to succeed and accomplish objectives within a demanding environment.
- Possesses excellent coaching and mentoring skills along with the desire to coach, mentor and develop individual and team strength and depth.
- Skilled at delegation and empowerment among team members, creating a sense of ownership in decision-making and accountability for successful outcomes.

## **QUALIFICATION SPECIFICATIONS**

*The skills and education which are important for the candidate's success in this position.*

- Minimum of Bachelor's Degree; graduate degree a plus
- Minimum 10 years prior management experience
- Minimum 10 years in the insurance industry; 5 years within Property and Casualty
- Proficiency with office products and firm grasp of leveraging technology
- Excellent verbal and written communication