

Senior Liability Claim Advisor – Los Angeles Office

As the world's leading insurance broker and risk advisor, Marsh is devoted to finding the opportunity in risk. Companies look to us to help them navigate the daunting global risk landscape, seeing risks others don't and unlocking opportunities others can't. With 25,000 employees and annual revenues approaching \$5 billion Marsh serves more clients in more industries worldwide than any firm in our industry. We are looking for talented professionals to join our team.

The successful candidate will exemplify Marsh's IGNITE Operating Principles, the behaviors that guide our conduct and growth - In Touch: Get out in front by being informed and being connected; Genuine: Be authentic with clients and each other; Nimble: Be flexible and move quickly to deliver quality results; Inclusive: Be open to diverse ideas, experiences and backgrounds; Trusted: Stand for integrity and ethical behavior; and Engaged: Actively participate in making Marsh extraordinary.

We are seeking a Senior Claims Advisor in our Pac South Claims department.

General Summary

Responsible for providing claim advisory client services independently, or in combination with others, to ensure the most equitable return on the clients' insurance investment, while minimizing the impact of adverse events on their business.

Essential Functions

- Provides advocacy services on behalf of clients and matches solutions and services to clients' key needs.
- Perfects claim manuals, as well as loss notices to insurers and third party administrators.
- Evaluates coverage applicability and negotiates on behalf of clients.
- Negotiates and resolves vendor service instructions.
- Assists in claim measurement disputes, data analysis and benchmarking.
- Assists in claim resolution and litigation management strategies.
- Maintains oversight of client's claim management function.
- Determines client needs or claim trends and risk issues and provides problem solving as well as practical solutions.
- Develops and maintains insurer and third party market relationships.
- Utilizes systems and tools, including internal and insurer and third party administrator on-line management systems, to organize, track information and develop cost mitigation initiatives.
- Facilitates claim reviews and audits, confirms client expectations and monitors client satisfaction.
- Follows company budgets, rules and standards.
- Seeks growth opportunities for the company through referrals and participation in proposals.
- Identifies opportunities to improve efficiencies, create additional capacity and provide value-added service to clients.
- Participates in team planning and implementation activities and openly shares information and own expertise to accomplish group goals.

- Maintains client relations and identifies business opportunities.
- Participates in external associations to contribute skills and enhance technical abilities.
- Supports and facilitates a team environment of continuous feedback and idea sharing.

Qualifications:

- Minimum of 10 years relevant and demonstrated technical claim experience in general liability and automobile liability claims and coverage.
- Workers compensation experience and any other lines of coverage experience a plus.
- Bachelor's degree or equivalent work experience.
- Strong organizational skills with ability to prioritize multiple tasks.
- Proficient in oral and written communication with strong attention to detail.
- Proficient in company sanctioned software and systems, as well as relevant use of the internet.
- Domestic and international travel possible.

To Apply:

- Visit the Careers page of Marsh at www.marsh.com, and enter job id: LOS000SH