



<b>Position:</b> Complex Claims Specialist		<b>Classification:</b> Salary
<b>Work Schedule:</b> Monday - Friday		<b>FLSA Status:</b> Exempt
<b>FTE:</b> [X]FT [ ]PT [ ]Temporary – Until m/d/yy		<b>Reports to:</b> Zois Johnston
<b>Posting Open Date:</b> 8/17/22	<b>Posting Close Date:</b> 9/5/22	<b>Location:</b> #099 Home Office, Issaquah, WA
<b>Please submit the following to Ashlee Dykeman</b> via email to <a href="mailto:adykeman@costco.com">adykeman@costco.com</a> , or intercompany mail #99, or mail to 999 Lake Drive, Issaquah, WA 98027 or FAX (425) 313-8569. [X] Cover letter [X] Resume [X] Last two performance reviews [X] Attendance records for current year (Do not include absences covered by paid sick/personal time, FMLA or other protected absences.) California applicants, please click <a href="#">here</a> to review the Costco Applicant Privacy Notice.		

### **Position Summary**

The Complex Claims Specialist will direct and oversee the investigation, evaluation, and resolution of Commercial General & Automobile Liability claims outsourced to a third party administrator (TPA). This position evaluates the Company's exposure and decides the appropriate course of action to best protect and prevent undue loss; mitigates associated costs and provides reserve and settlement recommendations in accordance with Company policy.

### **Job Duties/Essential Functions**

- Directs and oversees thorough and impartial investigations; determines investigation method and details as appropriate.
- Acts as a liaison between TPAs, legal counsel, and suppliers to manage claims, including attending trials, arbitration, mediations, ADR, and face-to-face negotiations.
- Provides technical direction and training to TPAs, outside counsel, and department members to ensure compliance with applicable state and federal laws.
- Monitors service quality provided by TPAs, outside counsel, and structured settlement suppliers; gives recommendations to management.
- Ensures settlements are consistent with Company guidelines, policy, and procedure.
- Ensures claim documentation is accurate, organized, and properly maintained.
- Submits thorough and accurate reports as necessary.
- Provides superior member service while presenting claim updates to the member.
- Regular and reliable workplace attendance at your assigned location.

### **Ability to operate vehicles, equipment or machinery.**

- Computer, phone, headset, fax, copier, printer

### **Non-Essential Functions**

- Assists in other areas of the department as necessary.
- Assists in other areas of the company as necessary.

### **Ability to operate vehicles, equipment or machinery.**

- Same as Essential Functions

### **Experience, Skills, Education & Licenses/Certifications**

#### **Required:**

- 6-10 years' general liability claims experience directing serious bodily injury liability claims and litigation of significant exposure and complexity on a regional or national level.
- Strong knowledge of contract, tort, subrogation, contribution, indemnity, and other related law.
- Able to effectively direct and control work of outside counsel and TPA.
- Superior verbal and written communication skills.
- Excellent evaluation and analytical skills, including ability to recognize new or changing information that could affect the claims handling strategy and/or potential claims cost.
- Able to interpret and apply applicable laws and regulations, determine the appropriate course of action, and present solutions to resolve claims within multi-million dollar retention.
- Knowledge of risk management information systems and statistical data.
- Able to articulate understanding of the impact that effective claims management has on the business.
- Scheduling flexibility to meet the needs of the business; available for occasional travel.

#### **Recommended:**

- Senior Claims Law course work or other industry training/designations.

*Apart from any religious or disability considerations, open availability is needed to meet the needs of the business. If hired, you will be required to provide proof of authorization to work in the United States.*



- Ability to assess actual damages associated with claims and conduct settlement negotiations within assigned authority limits.
- Ability to analyze legal documents and medical records.
- Extensive knowledge of litigation practices and procedures.
- High School Diploma or GED; Bachelors' Degree preferred.

**Other Conditions**

- Management will review the Job Analysis for this position prior to a job offer.