



**Job Title:** Senior Liability Adjuster - Medical Professional Liability  
**Department:** Liability Claims  
**Reports to:** Liability Manager

**Position Summary:** This position requires an experienced medical professional liability (medical malpractice) or general liability adjuster to proactively manage the medical malpractice claims, to include investigation and evaluation of liability and damages, performing a complete and thorough review of legal documents, review and recommend appropriate reserves, attend mediations, and negotiate settlements when appropriate. In lieu of medical malpractice experience general liability adjusting experience will be considered.

**Essential Functions:**

- Examine claim forms, insurance policies, and clients' instructions to determine coverage and/or scope of assignment. Maintain company reputation by complying with federal and state regulations, company procedures, and industry best practices. Document all activity to support the outcome of the claim file.
- Interview relevant parties to obtain information needed to evaluate liability and/or damages. Recommend loss reserves.
- Analyze information gathered through investigation and prepare authority request reports.
- As directed by client, and within settlement authority granted by client, negotiate fair and equitable settlements and obtain proper closing documents.
- Confer with legal counsel on claims in litigation. Attend depositions, mediations, arbitrations and trials.
- Establish positive and productive relationships with co-workers, clients, policyholders, claimants, agents, and others associated with the claims process.

## **Job Qualifications:**

**Education:** Bachelor's degree from an accredited college or university preferred.

**Experience:** Two or more years of experience working as a medical malpractice claims adjuster with an insurance company or third-party administrator. Prefer experience managing litigated claims. In lieu of medical malpractice experience general liability adjusting experience will be considered.

## **Required Skills/Abilities:**

- Demonstrated expertise investigating, evaluating and negotiating medical professional liability claims required. Expertise in New Mexico jurisdiction preferred.
- Current and active New Mexico Adjuster license required.
- Strong analytical skills with the ability to analyze insurance policies and other contracts, as well as legal principles and case law.
- Demonstrate advanced knowledge of complex medical issues.
- Possess outstanding customer service and conflict resolution skills.
- Excellent oral and written communication skills.
- Strong presentation and negotiation skills.
- Ability to build and maintain relationships with internal and external stakeholders.
- Technologically savvy, able to navigate current computer and internet programs with speed and efficiency.
- Excellent organizational skills which includes ability to multi-task and prioritize.
- Innovative, curious and willing to question the status quo.
- Must be a self-starter with the ability to work independently and as part of a team.
- Must have a vehicle for field travel (mileage reimbursed at government rate), a valid driver's license, and insurance.
- Ability to travel within assigned territory.

**Specialized Knowledge, Licenses, etc.:**

- Professional designations, such as AIC, ARM, CPCU (Preferred but not required)
- MS Word and Outlook (Required)
- MS Excel and PowerPoint (Preferred)
- Adobe (Preferred)

**Values and Mission:**

Adhere to values and mission by demonstrating Service Excellence, Trust, Ownership, One Team and Boldness in thought and action.

**Positive Attitude:**

Develop and maintain a positive work atmosphere by behaving and communicating in a manner so that you get along with clients, customers, co-workers and management.

**Working Conditions:**

- Integrion Group maintains general office conditions with light physical demands. May be required to lift up to 10 lbs.
- Employees of Integrion Group adhere to all safety rules and regulations including building security.
- Employees participate in ensuring safe and efficient operating conditions that safeguard employees and facilities.
- Integrion Group maintains a drug free environment; drug testing prior to employment as well as upon a work-related accident.
- Exposure to VDT screens