



Position Description

Position Title: Director - Claims

Department: Claims

Reports To: VP - Claims

Salary Band: A (\$165,000-\$220,000)

FLSA Status: Exempt

Supervisory Responsibility: Yes

JOB SUMMARY

Accountable for the development, implementation, and maintenance of claims guidelines, processes, and procedures in support of claims department operations. Directs and leads internal and external claims professionals in the documentation, investigation, adjustment and negotiating the settlement of insurance claims made against the Company.

DUTIES & RESPONSIBILITIES (* = ESSENTIAL FUNCTIONS)

1. Set SMART goals with each employee and review at mid-year as needed. Provide candid coaching throughout the year, including during regular 1/1s. Write high-quality performance appraisals and present timely.
2. * Direct day-to-day claims operations, including claims adjustment, recommending claim reserves, adjudication and customer service in accordance with agreed quality and production standards. Develop and maintain administrative procedures for claims functions. Foster continuous improvement of the NEIL Claims programs.
3. * Provide technical claims expertise to key internal and external stakeholders, including the Vice President – Claims.
4. * Prepare and present meeting materials to the Board of Directors, Member Committees, and other company-sponsored events/meetings.
5. * Prepare and administer budget. Report on progress throughout the year and make changes as needed.
6. Ensure the Claims Department remains current with industry issues through routine review of various industry information, publications, and trade journals made available within the Company. Attend relevant seminars/courses/conferences to enhance expertise in specific areas.
7. Proactively collaborate with all departments..
8. Keep industry stakeholders abreast of trends in risk and NEIL initiatives by networking with and presenting at industry conferences, committee meetings, and user groups.
9. Other duties as assigned to foster an efficient flow of business.

*All duties are to be conducted in accordance with NEIL's Core Values
Striving for Excellence, Acting with Integrity, Promoting Innovation, and Fostering Inclusiveness*

QUALIFICATIONS

Job Knowledge

- Mastery of insurance principles, coverage issues, and policy interpretation for personal injury, property damage, or casualty loss.
- Proven ability to manage complex litigation, oversee outside counsel, and negotiate high-value settlements.
- Ability to establish uniform policies, set KPIs for efficiency, improve compliance, and manage cross-functional relationships.
- Knowledge of financial reporting, reinsurance, and managing loss adjustment expenses.

Competencies/Abilities

- Organized self-starter who can work independently in a fast-paced environment while being flexible to changing priorities.
- Strong collaboration and teamwork skills while working remotely, including polished verbal, written, and presentation skills. Communicates with diplomacy and tact.
- Skilled in analyzing claim trends, utilizing actuarial data, and managing reserves effectively.
- With a continuous improvement mindset, empowers and motivates team through development, training, and shared lessons learned.

Educational Requirements and Experience

- Bachelor's degree in risk management, insurance, or related field required. Master's degree in business administration, legal studies, or related field, preferred.
- Ten years of broad claims experience including utility power generation facilities and/or industrial/commercial property and liability, required. Experience with reinsurance markets required.
- Three years of management experience required.
- Must be able to acquire and maintain a property and casualty claims adjuster's license from the State of Delaware, as well as all states in which NEIL insures nuclear power facilities, and other jurisdictions as required.
- Must be able to gain authorization to access a Nuclear Power Plant.
- Chartered Property/Casualty Underwriter (CPCU), Associate in Claims (AIC), or Associate in Risk Management (ARM), preferred.

Physical Requirements

- Ability to sit/stand for extensive periods of time.
 - Ability to walk extensively.
 - Ability to safely navigate power production areas during site visits to locations that include warehouses, storage yards, and construction sites. These sites may have uneven, wet, icy or debris-laden surfaces. Incumbent may have to visit during extreme temperatures and high noise levels.
 - Ability to climb ladders and stairs.
 - Ability to use the telephone requiring auditory and verbal senses.
 - Ability to use the computer for extensive lengths of time requiring finger dexterity and visual acuity.
 - Ability to travel independently, up to 50%.
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