

Job Posting Details

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Job Posting Details	REPO Plus Claims Supervisor
Job Requisition	R-002932 REPO Plus Claims Supervisor (Filled)
Job Family	ALD-REPO Plus
Start Date	09/02/2021
End Date	
Worker Sub-Type	Regular
Location	Carmel, IN
Time Type	Full time
Locations	
Supervisory Organization	ALD RMO REPO Plus (Scott Myers)

Description

Description Excited to grow your career? We value our talented employees, and whenever possible strive to help one of our employees grow professionally before recruiting new talent to our open positions. If you think the open position you see is right for you, we encourage you to apply!

You play an instrumental role in the company's future success.

A REPO Plus Claim Supervisor will supervise activities of a Material Damage Analyst (MDA) team (5-10 individuals) within the department, provide overall guidance, and be responsible for the technical direction, outcome and production of the MDA related activities of the team. Coordinates the work activities within the unit. Responsible for day-to-day work and procedures. Assigns and checks work to ensure it meets acceptable standards.

- Ensures the accurate, thorough, and timely resolution of all appraisal and estimation services completed by internal Material Damage Analysts (MDAs).
- Responsible for the overall process related to appraisal and estimate activities including tools and resources needed to ensure the accurate and thorough processing of appraisals, estimates, and valuations for their respective team.
- Responsible for the overall external appraisal process including the administrative management and QA of vendor partners.
- Ensures the accuracy of REPO Plus MDA work to a QA score of 90%
- Responsible to train, develop and mentor MDAs:Manage staff performance; implement strategies and plans to address staff development; identify and address training needs on an ongoing basis; provide frequent performance feedback.Provide enhanced technical leadership focus to strengthen the product/technical development of the staff.
- Reviews claim files and make recommendations for further claim handling.
- Responsible for implementing projects and processes that improve the overall function of the REPO Plus department in support of the key plan items for the organization.
- Ensures the timely, accurate and thorough training of new MDAs.
- May be responsible for the remote management of team members or associates.
- Must be able to rely on experience to accomplish departmental, divisional, and corporate goals.
- Ability to implement policies and procedures under the direction of higher-level management.

- Assist REPO Plus Claim Manager/Director as necessary.
- Other duties as outlined.

Qualifications (Education, Experience and Certifications)

- College education preferred but not required
- 5-6 years of auto physical damage estimation and appraisal experience required
- Strong proven technical competency in the auto physical damage space required
- Previous claim supervisory experience preferred but not required
- Knowledge and understanding of the auto physical damage claims process
- Current on jurisdictional laws and regulations

Knowledge, Skills and Abilities

- Strong technical claim skills and the ability to understand and execute auto physical damage processes and procedures that meet regulatory compliance requirements and optimize effective and efficient claim outcomes.
- Interpersonal and management skills with the ability to develop associate level employees and establish a culture that delivers results to the organization.
- Ability to provide support to Claim management as they focus on resolution and process improvement, fulfilling all obligations while maximizing cost effectiveness, helping the business understand drivers, trends and product stress points.
- Ability to handle multiple tasks with a strong sense of urgency.
- Strong attention to detail and excellent organizational skills.
- Develop and maintain effective relationships with colleagues, business partners, customers, agents, regulatory agencies and others to achieve organizational goals and create better outcomes.
- Represent the Company, ensuring strong business relations, issues and complaints resolution, and the acquisition and retention of profitable business.
- Strong customer services focus both internally and externally.
- Ability to effectively and professionally present information in one-on-one and small group situations to internal customers.
- Ability to provide support to other departments within the organization including; Retail Product, Product Development, Sales, Lender Servicing and Underwriting.
- Ability to troubleshoot problems and/or issues.
- Ability to provide action-oriented solutions to address opportunity areas.
- Ability to learn quickly and work with the support of claim management in a fast-paced environment and manage deadlines, provide file technical direction and report and authority requests with attention to detail.
- Ability to produce, monitor and present individual and team benchmarks and service standards and coach individuals and the team to executing and meeting stated standards.

- Excellent written, oral, interpersonal, and listening skills essential.
- Above average computer skills, including Microsoft Office products.

Working Conditions, Mental and Physical Demands

- Typically, an office environment with adequate lighting and ventilation, and a normal range of temperature and noise level.
- Work assignments are diversified. Interpret, comprehend and apply complex material, data and instruction – prepare, provide and convey diversified information.
- Minimal physical effort required. Work is mostly sedentary but does require walking, standing, bending, reaching, lifting or carrying objects that typically with less than 10 lbs. (e.g., papers, books, files and small parts, etc.). Moderate dexterity – regular application of basic skills (calculator, keyboard, hand tools, eye/hand coordination).