



AVP Claim Account Manager

About Us

Our mission is to be the leading insurance solutions provider in our targeted industries, offering underwriting expertise and bespoke solutions to our clients. Verist provides multi-line insurance solutions to middle market and large accounts across the **Real Estate, Hospitality, Financial Institutions, Professional Services, and Life Sciences** industries. Our approach is grounded in disciplined underwriting, deep industry expertise, and close collaboration with our broker partners to deliver bespoke risk management solutions.

Role Overview

The Claim Account Manager operates within significant coverage, reserve, and settlement authority. This role develops customer-centric claim handling guidelines and service expectations, coordinates and conducts quarterly claim review meetings, and serves as the focal relationship manager. Reporting directly to the Director of Claim Account Management, this position requires working collaboratively with cross-functional team members – including underwriters, claim adjusters, and TPA customer service representatives – to ensure seamless claim execution and client satisfaction. The ideal candidate demonstrates high adaptability in a fast-paced environment, quickly adopts new processes and technologies, and upholds the highest ethical standards and integrity across all stakeholder interactions. Additionally, staying current with industry trends, regulations, and claims handling best practices is essential.

Key Responsibilities

Account Acquisition and Client Relationship Management

- Assist underwriters in acquiring new accounts through claim capability presentations and overall account exposure assessments.
- Act as the focal liaison between the insured, the claim handling team, the insurance carrier, and the broker to solidify claim servicing and drive problem resolution.
- Conduct stewardship client meetings and assist underwriting throughout their renewal process.
- Coordinate and conduct quarterly client claim review meetings.

TPA Management and Operational Governance

- Onboard partner Third-Party Administrators (TPAs) and new accounts both internally and externally.
- Effectively manage the TPA process from start to finish at the account level.
- Maintain direct responsibility for the overall technical, financial, service, and audit performance and results of partner TPAs at the account level.

Quality Assurance and Continuous Improvement

- Audit claims performance against established industry best practices and implement value-added services.
- Develop, innovate, and continuously seek improvements throughout the claim handling life cycle.
- Continuously adapt to changing operational environments by quickly learning new processes and technologies.



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Qualifications and Experience

Technical Experience and Authority

- 10+ years of claims servicing and technical experience with a high level of expertise in coverage evaluation, reserve management, and settlement authority.
- Direct experience in directing complex claim investigations, policy interpretation, and settlement negotiations.
- Significant hands-on experience managing TPAs and overseeing the TPA claims lifecycle at an account level.
- Proven track record in account acquisition support, maintenance, and service.

Regulatory and Systems Proficiency

- Deep knowledge of national-level claim regulatory requirements and compliance standards.
- Technical proficiency in claims processing systems, TPA platforms, risk management systems, CRM tools, and the Microsoft Office Suite.
- Strong analytical skills to evaluate claim data, identify trends, and make data-driven decisions that improve processes and financial results.

Desired Qualifications

- Bachelor's degree or equivalent professional experience.
- Experience developing customer-centric claim handling guidelines and service level expectations.
- Outstanding relationship management, problem-solving, and communication abilities.
- Commitment to upholding the highest ethical standards and integrity across all stakeholder interactions.

Pay & Benefits

- Salary Range: \$150,000 - \$200,000 (Annual Base Salary) + Bonus
- The base salary represents the low and high end of the anticipated salary range for this position. Actual compensation will be determined based on various factors, including qualifications, skills, and experience.
- Additional benefits for this role include comprehensive health insurance, 401(k) retirement plan matching, and paid time off (vacation, sick, and corporate holidays).