



Arcina is a boutique risk consulting firm headquartered in downtown Los Angeles that delivers insurance archaeology, claims management and claims advocacy services on behalf of Fortune 1000 companies, public entities, non-profits and insurers. We are seeking candidates who want to work with top name clients but in an entrepreneurial environment. Arcina offers challenging and flexible opportunities in a small office setting. Please include a cover letter and resume with your inquiry.

## **JOB DESCRIPTION**

**Position:** Claims Advocate – Mass Tort Claims

### **Summary**

As part of the Claims Management and Advocacy function of Arcina, the Claims Advocate will roll up their sleeves to handle mass tort/ complex general liability claims notifications (i.e. longtail liability) on behalf of corporate clients to insurance carriers. This person builds and maintains relationships between clients and insurers to deliver outcomes. Coordinates various aspects of clients' projects from client to insurer communication to handling and noticing claims to securing recoveries. Reporting to the firm's principal, the Claims Advocate is client facing but also collaborates with team members behind the scenes.

Are you a match?

- A good communicator, collaborator and client facing
- Willing to go beyond the job description
- Appreciates process improvement and can identify areas of improvement, make recommendations and help establish protocols and best practices
- An articulate business writer

### **Duties and Responsibilities**

- Intake, tendering and tracking of excess reporting, general liability, property, casualty and environmental claims
- Review complaints and prepare claims notification letters to insurance carriers
- Track and record acknowledgement letters from carriers
- Update client claims database with new claims and updated information
- Functions as a liaison between clients and insurance carriers
- Obtains notices and prepares for distribution to law firms, insurance carriers, clients etc.
- Prepares and coordinates with defense counsel and insurers on status of claims
- Provides status reports to Clients, also ensuring internal stakeholders are informed
- Seek reimbursements from insurance carriers for defense costs
- Collaborates with claims specialists and administrative staff

### **Qualifications**

- Bachelor's degree from a four-year college or university or equivalent practical insurance claim management experience
- ARM, CPCU, paralegal or JD a plus

- A minimum of 5 years of experience with an insurance broker or insurer
- Knowledge of general liability policies and coverages
- Experience with complex general liability claims
- Legacy claims experience (i.e. asbestos, environmental) a plus
- Proficient in Microsoft Office Suite (Word, Outlook, Excel, and PowerPoint)
- Good oral, written and interpersonal communication skills
- Demonstrated ability to efficiently organize work and manage time and multiple projects in order to meet deadlines
- Self-starter and an ability to work independently

*Arcina Risk Group LLC is an equal opportunity employer*