

Chief Claims Operations Officer

Job Summary

State Compensation Insurance Fund has an opening for a Chief Claims Operations Officer (CCOO) who will provide executive leadership over all Claims Operations, including Workers' Compensation Legal. This position will report to the President/CEO and will be located in San Francisco, CA.

Principal Duties/Responsibilities

The Chief Claims Operations Officer (CCOO) is responsible for overall strategic direction, leadership, and management of all State Fund claims and workers' compensation legal operations with a focus on operational excellence, quality claim and legal management, and customer service. As a member of the Executive team, the CCOO will partner with other State Fund senior executives to formulate strategic plans and policy designed to support State Fund's purpose to provide fairly priced workers' compensation insurance, help make California workplaces safe, and restore injured workers.

The overall responsibilities include:

- Establish the vision, goals, and strategies for State Fund Claims and Workers' Compensation Legal departments.
- Lead the development, communication, and implementation of effective operating strategies and operational plans to support overall company objectives.
- Create strategic direction for next generation Claim and Workers' Compensation Legal systems.
- Establish performance objectives and metrics at all levels of the Claims and Workers' Compensation Legal functions designed to support State Fund's purpose.
- Maintain broad high-level understanding of California workers' compensation, insurance, technology, and related trends and strategies.
- Ensure the communication and implementation of new or updated policies, procedures, internal controls, and corporate directives.
- Work with the Claim and Workers' Compensation Legal leadership teams to ensure that all operations meet performance and strategic goals and comply with audit, regulatory, and legislative requirements.
- Drive quality claim resolution and process improvement.
- Foster a culture that reflects the values of State Fund, values critical thinking and problem solving, and encourages constructive feedback and engagement at all levels.

Candidate Profile and Specific Requirements

The successful candidate will have over 15 years of experience in leadership and Insurance Operations. A law degree is desirable but not mandatory.

This position also requires:

- Excellent communication skills with the ability to build consensus both internally and externally.
- A strong focus on execution with positive outcomes—consistently producing and delivering expected results to all stakeholders.
- Ability to identify best talent and build high performing teams.
- Ability to drive consistent and timely application of claim adjudication and litigation management strategies.
- Ability to develop, analyze, and communicate claim management reports for accurate and timely reflection of loss development, potential/actual financial exposure, claim strategies, and ALAE and ULAE containment.
- Superior knowledge of complex claims situations and all aspects of the litigation management process.

The right candidate will have the proven ability to work effectively in a collaborative environment, interact with a variety of personalities, make immediate decisions, and have the ability to work on several tasks at any given time while remaining professional and level-headed in a fast-paced environment. The requirements listed below are representative of the knowledge, skill, competency and/or ability required to perform the essential duties described above:

- Ability to align with and promote the vision, mission and values of the Fund. A key element of this mission is to provide employees with an opportunity for professional growth and satisfaction.
- Ability to develop trust and serve as a good educator who is willing to share information and serve as a mentor. Solid track record of identifying functional and individual development needs and implementing the game plan to address those needs.
- Ability to challenge and improve behaviors that are contrary to State Funds' ethics policy and code of conduct.
- Ability to interact in a positive and professional manner and to develop and maintain strong working relationships with co-workers, management and other employees.

About State Fund

Established in 1914 by the state legislature, State Fund is California's largest provider of workers' compensation insurance and a vital asset to California businesses. State Fund supports California's entrepreneurial spirit and plays a stabilizing role in the economy by providing fairly priced workers' compensation insurance, making California workplaces safe, and restoring injured workers.

State Fund offers comprehensive products and services that focus on timely provision of benefits and return to work, accident prevention, and compliance to help employers manage their workers' compensation costs.