



***Innovative Solutions.
Traditional Values.***

POSITION DESCRIPTION

Position Title: Claims Service Manager
Department: Claims & Risk Solutions
Reports To: Director of Claims
FLSA Status: Non-Exempt
Effective Date: 10/1/2025

POSITION SUMMARY

The Claims Service Manager is an important part of the client service team and will be collaborating with Business Insurance Executives and Client Service Managers to maintain a high level of service to clients.

The Claims Service Manager will work as part of the McConkey Claims & Risk Solutions Department. Claims Service Managers will work directly with Clients, Carriers, and Claims Adjusters to help guide the client through the claims process and proactively manage clients' claims. Claims Service Managers will act as an advocate for the client by helping to report, investigate, monitor, and resolve submitted insurance claims. The Claims Service Manager will have the opportunity to work on all types of insurance claims. The Claims Service Manager will work independently and at the direction of the Director of Claims.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Proactively assist clients in managing their open claims
- Independently aid the client in properly documenting and reporting potential claims for investigation by carrier adjusters
- Independently advise clients of their insurance coverage under various policies and assist in submitting their claims to the appropriate company or third-party administrator
- Maintain internal claim files and record information in agency management system, Epic, in accordance with department standards
- Prepare and forward claims accord forms or other documentation to insurance carriers as needed
- Proactively assist clients in negotiating claim settlements with insurance carriers and in determining adequate reserves or proper coverage interpretations
- Consult with the Director of Claims and the Business Insurance Executive as needed regarding coverage decisions, unusual problems, and/or difficult claims

McConkey Insurance & Benefits

2555 Kingston Road, Suite 100 ■ York, PA 17402

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- Perform status reports as requested for all lines of coverage by Business Insurance Executive and/or the Director of Claims
- Client visitation as requested by Business Insurance Executive and/or Director of Claims
- Respond timely to all incoming telephone calls and emails including questions from clients, carriers and co-workers
- Review and process open activities daily with the ability to reprioritize tasks based on incoming client requests
- Develop and maintain effective working relationships with Business Insurance Executives, Business Insurance Consultants, the Director of Claims and clients
- Maintain clear, concise, and open communication with all relevant parties
- Gather claim data and input into various summary exhibits to aid in client presentation; exhibits include Loss Trend Analysis document, Open Claim Summary Documents, Loss Summaries, Loss Fund Analysis exhibits, as well as other client deliverables as requested
- Attend and participate in all department and company meetings
- Ensure that the professional standards of McConkey are being met
- Perform other duties as assigned by management

KEY COMPETENCIES

- Strong attention to detail
- Resourceful, innovative approach to problem solving
- Strong professional communication skills both written and verbal
- Maintain empathetic and positive attitude when discussing claims with clients
- Must be able to work in a collaborative environment and work independently to meet deadlines
- Ability to take direction yet show initiative to be proactive
- Interpersonal skills to build outstanding relationships and foster team environment

POSITION REQUIREMENTS

- College degree or advanced education strongly preferred or relevant claims experience
- Must maintain Property & Casualty insurance license at all times
- Once licensed, obtaining an insurance designation is strongly encouraged
- Proficient with Microsoft Office Suite, including Excel
- Proficiency in client management system and workflows; understanding integration between technology systems
- Participate in seminars and educational classes to develop skills and keep current of regulations and best practices

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PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

- Extended periods of time in a sedentary position with ability to move about office to access office equipment and attend meetings
- Prolonged periods of working on a computer using keyboard
- Work environment includes interacting with others, participating in meetings, corresponding through email and phone calls
- Must be able to communicate effectively in English both verbally and in writing to internal and external clients
- Standard office hours are Monday through Friday, 8:00am to 5:00pm, working a 7.50-hour day by choice of three schedules
- Occasional out-of-office travel for client visits, educational opportunities, and company-wide meetings

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