

# Gallagher Bassett Services, Inc.

---

**Contact:** Dow Ragan, *Workers' Compensation Supervisor*  
**E-mail:** dow\_ragan@gbtpa.com  
**Phone:** 314.800.0216  
**Address:** 1630 Des Peres Road, Suite 400  
St. Louis, MO 63131  
**Website:** <http://www.gb.com>

## **Position Title:** Workers' Compensation Claim Supervisor

---

**Opportunity Type:** Full-time  
**Opportunity Start Date:** 01/16/2012  
**Opportunity Location:** St. Louis, MO

### **Description:**

As a Supervisor in Claims Management, you will supervise a staff of claim representatives and technical assistants, facilitating training and development of staff and administering to all all company policies and procedures. In addition, you will:

- Interview and train new staff in procedures and job-related functions
- Review and assign claims or tasks to staff
- Communicate appropriate information to staff
- Work with team members and managers to identify and resolve any performance gaps, personnel issues or improvement opportunities
- Identify and participate in training and development needs of all subordinate staff; conduct, assist in or supervise employee training and orientation
- Review job performance, hiring and merit reviews subject to manager's approval
- Ensure and maintain appropriate licenses or certifications of claims handlers for all states in which claims are being handled

### **Qualifications**

Required:

- Bachelor's Degree
- Five or more years work experience in claims adjustment
- Appropriately licensed and/or certified for all states in which claim oversight and direction is being provided
- Ability to effectively operate a computer, knowledge of MS Office applications

Desired:

- Excellent team-building and leadership skills with ability to professionally assist and instruct staff
- Good quantitative and analytical skills
- Excellent written and oral communication skills

Work Traits:

- Good human relation skills, including the ability to assist and instruct.
- Good quantitative, analytical and communication skills; knowledge of all job-related functions of subordinates.
- Demonstrates adjusting, negotiating skills and a thorough knowledge of Product Standards and state laws and regulations.
- Solid adjustment and negotiation skillset, coupled with a thorough knowledge of Product Standards and state laws and regulations

U.S. Eligibility Requirements:

- Interested candidates must submit an application and resume/CV online to be considered
- Must be 18 years of age or older
- Must be willing to submit to a background investigation; any offer of employment is conditioned upon the successful completion of a background investigation

- Must have unrestricted work authorization to work in the United States. For U.S. employment opportunities, Gallagher hires U.S. citizens, permanent residents, asylees, refugees, and temporary residents. Temporary residence does not include those with non-immigrant work authorization (F, J, H or L visas), such as students in practical training status. Exceptions to these requirements will be determined based on shortage of qualified candidates with a particular skill. Gallagher will require proof of work authorization
  - Must be willing to execute Gallagher's Employee Agreement or Confidentiality and Non-Disclosure Agreement which requires, among other things, post-employment obligations relating to non-solicitation, confidentiality and non-disclosure
- 

\*For more information or consideration, please e-mail Dow Ragan at [dow\\_ragan@gbtpa.com](mailto:dow_ragan@gbtpa.com)