

The New Mexico County Insurance Authority (NMCIA) is accepting applications for an experienced Workers' Compensation Claims Manager.

NMCIA offers an excellent benefits package, a supportive and collaborative work environment, and the opportunity to work with exceptional colleagues who are committed to serving our county members. The position is based in New Mexico and offers the flexibility to work remotely, with periodic in-person meetings at NMCIA's office in Santa Fe as well as in person meetings with the WC program team in the NMCIA Albuquerque office.

The Workers' Compensation Claims Manager will provide leadership and oversight for NMCIA's worker's compensation claims operations and lead a six-member team consisting of claims adjusters, a nurse case manager, and an administrative support staff. Primary responsibilities include:

- Leading, supervising, supporting, and developing the workers' compensation claims team;
- Overseeing the timely, accurate, and effective administration of workers' compensation claims and audits;
- Ensuring compliance with NMCIA claims procedures and applicable New Mexico workers' compensation laws and regulations;
- Working with the New Mexico Workers' Compensation Claim Administration and providing them with required documentation;
- Providing guidance and direction on complex and high-exposure claims;
- Managing and reporting excess claims to NMCIA's excess insurance carriers;
- Promoting consistency, accountability, collaboration, and high-quality service across the claims operation;
- Attending NMCIA Board meetings to provide claims-related information, updates and insight as needed;
- Representing NMCIA at two conferences each year, which will require travel within the state;
- Serving as a member of New Mexico Counties senior staff team and participate in key leadership and organizational decisions; and
- Working collaboratively with NMCIA staff, county members, service providers, and insurance partners to achieve effective claim outcomes and exceptional service.

The successful candidate will have:

- A minimum of eight years of workers' compensation claims adjusting experience;
- Demonstrated experience supervising or managing claims professionals;

- Strong knowledge of New Mexico workers' compensation claims practices, procedures, and applicable laws and regulations;
- Excellent organizational, analytical, and problem solving skills;
- Strong written and verbal communication skills;
- Sound professional judgement and the ability to effectively manage competing priorities; and
- A demonstrated commitment to teamwork and providing excellent service.

Preferred qualifications include a Certified Workers' Compensation Professional designation and a current New Mexico adjuster license. These credentials are considered a plus but are not required for consideration.

NMCIA is looking for a self-motivated, organized, and detail-oriented leader who takes ownership of their work, communicates effectively, and can successfully lead and develop a team while maintaining a high standard of service to our members.

To apply, submit a resume, letter of interest, and three professional references by Wednesday Sept 2 to Assistant Risk Management Director, Lori Urban at:

lurban@nmcountries.org