

# Claims and Litigation Manager

Job Locations: US-TX-Austin | US-TX-Dallas

## Overview

At RPM, we're in the business of extraordinary. We believe people-first is the way to success which is why we provide top industry pay, comprehensive benefits, and a path of upward mobility via career training and education. Join us and start your extraordinary journey today.

**Purpose Statement:** Legal, Risk, and Insurance supports the advancement of RPM's business objectives by strategically balancing risk and opportunity, engaging with our stakeholders to find solutions, and safeguarding people, property, and profits.

## Position Summary

The Claims and Litigation Manager is responsible for managing a high-volume portfolio of the company's claims and litigation, including general liability, fair housing, property, and other commercial matters as assigned. Case management activities include timely and accurate incident reporting to carriers, thorough investigation of property-related incidents, coordination between insurance companies, third-party administrators, clients and RPM Living personnel, and ongoing review of pertinent legal updates across the country. The Claims and Litigation Manager will direct and oversee litigation with outside counsel, managing the discovery process, and ensuring cases are properly reserved, managed and resolved within applicable authority levels.

## Responsibilities

- Oversee and manage all aspects of insurance claims including a high volume of general liability matters, ensuring timely and accurate incident reporting and investigations, including opportunities for subrogation
- Interpret and apply legal regarding liability, including duty owed, comparative negligence, discovery processes, and damage evaluation
- Direct and manage litigation processes with outside counsel, ensuring cases are handled efficiently and effectively
- Facilitate communication and collaboration between insurance companies, clients, and RPM Living personnel to ensure seamless claims processing and resolution
- Conduct ongoing reviews of relevant legal updates and changes across the country to ensure compliance and inform claims management strategies
- Analyze claims data and trends to identify potential risks and develop strategies to mitigate them
- Prepare and present detailed reports on claims status, litigation progress, and outcomes to department leadership when directed, including senior management during file reviews

- Partner with Human Resources and Operations to investigate allegations of fraud and employee theft, collaborating with insurance carriers as applicable
- Represent RPM Living in a professional manner at all times. Consistently maintains a courteous professional attitude when dealing with residents, coworkers, and the public
- Utilize and maintain file documentation in the company's risk management information system

## **Education and Experience**

- Bachelor's degree in Business, Law, Risk Management, Insurance or related field. Experience may substitute for education
- 7-10 years of experience in claims management, litigation handling or risk management roles
- Multifamily or legal experience preferred
- Associate in Claims (AIC) Senior Claims Law Associate (SCLA) Associate in Risk Management (ARM) or other risk management certification preferred
- Knowledge of renter's insurance, general liability, discrimination, and property events that might warrant an insurance company to be notified of a potential claim
- Knowledge of insurance claims processes, and risk assessment methodologies
- Skilled in Microsoft Office Suite, Adobe, risk management information systems, and property management systems such as Yardi
- Ability to handle conflicting requests and competing priorities
- Skilled in negotiating claim settlements and litigation resolutions to minimize risk and financial exposure while achieving favorable outcomes
- Ability to influence and collaborate across all levels of the organization
- Ability to communicate effectively both verbally and in writing
- Ability to thrive in a fast-paced, dynamic environment and manage multiple priorities simultaneously

## **Qualifications**

### **Physical Requirements:**

- May be required to sit or stand for extended periods of time
- Must be able to read documents, computer screens and data
- Must be able to hear and understand verbal communications in person and over the phone or computer
- May occasionally be required to lift or carry items such as files or office supplies weighing up to 15 pounds
- Must be able to operate a computer, keyboard, mouse and other office equipment

### **Work Environment:**

- This is an hybrid role requiring the associate to work in our Austin or Dallas office 3 days a week.

- The office is an open setting which may include bright lights, constant noises and distractions.
- This role may require overnight travel as required to participate in mediations, depositions, and trials or for continuing education classes.

## **Company Information**

Join RPM Living and experience exceptional benefits designed to enhance your life.

- Weekly pay for all associates working onsite at an apartment community
- Comprehensive healthcare coverage available for all full-time, regular associates
- Employer-paid employee assistance, mental health, and wellness programs
- Ancillary benefits including critical illness, hospital indemnity, and accident insurance
- 401(k) with robust company match
- Opportunities for professional development, career growth, and role-based learning plans
- Diversity, Equity, Inclusion and Belonging (DEIB) and multiple Employee Resource Groups (ERG)
- Paid time off plus floating holidays and volunteer days
- Discounted Perks (Costco membership, movie tickets, health & wellness, entertainment & travel discounts)

Employment with RPM Living is contingent upon successful completion of a background check as local and federal state requires. A valid driver's license is preferred; candidates without a license will be provided a liability waiver.

RPM Living participates in E-Verify. For more information, see the E-Verify [Participation Poster](#) and the [Right to Work Poster](#).

RPM Living is an Equal Opportunity Employer.