

**BLESSEY MARINE SERVICES, INC.**  
**JOB DESCRIPTION**

**JOB TITLE:** Claims Manager  
**DEPARTMENT:** Claims  
**FLSA STATUS:** Exempt  
**DATE:** January 17, 2024

**SUMMARY DESCRIPTION:**

Handles the day-to-day operations of the Claims department by performing the following duties:

**SUPERVISION:**

Reports to: **Vice President, Risk Management & Benefits**  
Supervises: Insurance/Claims Specialist

**ESSENTIAL JOB FUNCTIONS:**

- Demonstrate knowledge of the Jones Act and maritime law, and familiarity of maritime operations & equipment.
- Handle all aspects of hull, personal injury/illness, pollution, property damage claims from inception to resolution.
- Communicate effectively with claimants, vessel crew, co-workers, vendors, medical providers, surveyors, case managers, brokers and attorneys daily.
- Enter/update claim data in SAP, including but not limited to reserves, payments, notes, documents, table files, etc.
- Generate standard and custom claim reports utilizing SAP, Excel, and Access.
- Approve claim invoices up to authorized monetary limit.
- Coordinate with Third-party providers for medical invoice audits.
- Advise Payroll of maintenance and light duty to be paid to injured/ill employees.
- Arrange for marine surveyors to document damage to vessels, barges, docks, bridges, locks, etc.
- Coordinate with Third-party contractor to identify and solve SAP related software issues.
- Maintain departmental SAP handbook and update department with pertinent changes.
- Pursue recoveries from third parties for damage to BMS property.
- Gather information and work closely with insurance brokers and underwriters.
- Report claims excess of our primary deductible to insurance broker.
- Have knowledge of BMS's insurance coverage to submit claim reimbursements to insurance broker.
- Assist in obtaining information for attorneys (i.e. Answer Interrogatories and Responses, coordinate arrangements for employees to attend depositions, etc.)
- Field high volume of phone calls regarding assistance with claims related issues.
- Participate in 24 hour/ 7day bi-weekly on call duty rotation.
- Perform other related duties as required and assigned by the Vice President, Risk Management and Benefits.

**QUALIFICATIONS**

- Must be able to read, write and speak clearly in the English language.
- Bachelor's degree preferred.
- Three (3) to five (5) years claims processing or maritime operations experience preferred.
- Knowledge of legal terminology required.

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- Proficiency in or knowledge of a variety of computer software applications, including but not limited to Microsoft Word and Excel software.
- High level of interpersonal skills to handle sensitive and confidential situations and documentation.
- Knowledge of office administration procedures.
- Ability to operate most standard office equipment.
- Attention to detail in composing, typing and proofing materials, establishing priorities and meeting deadlines.
- Proficient spelling, grammar and written communication skills.
- Excellent telephone and oral communication skills.
- Ability to maintain a high level of confidentiality.
- Excellent presentation skills.
- Ability to work in a fast-paced environment.
- Display a significant amount of initiative, conscientious and resourceful.

**LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**MATHEMATICAL SKILLS**

Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**PHYSICAL REQUIREMENTS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl and taste, smell and access marine vessels on the water. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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**WORKING CONDITIONS**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; risk of electrical shock and risk of radiation. The noise level in the work environment is usually moderate.

**TRAVEL REQUIREMENTS:**

This position requires driving a vehicle as necessary for errands and business-related meetings. Employee and/or applicant must successfully complete a Motor Vehicle History check and possess and maintain a current valid driver's license in their state of residence. Periodic overnight travel is required.