



We're looking for a Multi-Line Claims Coordinator in Raleigh, NC

North Carolina Insurance Guaranty Association (NCIGA) a non-profit, unincorporated legal entity created to protect North Carolina insurance policyholders and claimants from severe financial losses and delays in claim payments due to the insolvency of a member property and casualty writing insurance carrier. The NCIGA is responsible for providing a mechanism for the payment of covered claims, assisting in the detection and prevention of insurer insolvencies, and providing an association to assess the cost of such protection among insurers. The NCIGA manages a large reserve volume based on claim inventory complexity.

Multi-Line Claims Coordinator Position Summary:

The Multi-Line Claims Coordinator is responsible for the direct handling, coordination, and management of complex property and casualty claims, including workers' compensation, arising from member company insolvencies for the North Carolina Insurance Guaranty Association (NCIGA). The role ensures accurate coverage determinations, statutory and regulatory compliance, and consistent, high-quality claim handling throughout the life of each claim. Depending on insolvency-related needs, workload fluctuations, and organizational priorities, responsibilities may periodically expand to include targeted file reviews or limited oversight of claim file handling on an as-needed basis, and NCIGA reserves the right to adjust duties and areas of focus accordingly.

Requirements:

- Significant experience handling complex property and casualty claims, including litigated matters and workers' compensation claims, with the ability to independently manage claims from intake through resolution
- Demonstrated knowledge of insurance policy interpretation and compliance with the North Carolina Guaranty Act, Workers' Compensation Act, and other applicable laws and regulations governing claim handling
- Ability to evaluate complex factual, legal, and financial information; assess liability and exposure; establish defensible reserves; and make sound, well-reasoned claim decisions consistent with statutory and organizational requirements
- Proven ability to work independently within established guidelines, exercise discretion, proactively identify issues, and advance work without the need for constant oversight
- Effective interpersonal, oral, and written communication skills to interact professionally with internal stakeholders, defense counsel, claimants, attorneys, regulators, and vendors, including in sensitive or adversarial situations
- Strong organizational skills to manage a complex inventory of claims, prioritize competing demands, meet deadlines, and maintain accurate, compliant documentation
- Active North Carolina adjuster license, bachelor's degree or equivalent experience, and approximately 10 years of property and casualty claims experience involving independent judgment and discretion

Responsibilities:

- Coordinate and manage an assigned inventory of property and casualty claims arising from member company insolvencies, including workers' compensation claims, from initial review through final resolution
- Analyze and confirm coverage, conduct investigations, determine liability, evaluate exposure, establish and maintain appropriate reserves, and document claim activity in the claims management system

- Handle claim negotiations and settlements and participate in mediations, hearings, and other legal proceedings as required to support timely and cost-effective resolution
- Direct defense counsel and vendors on litigated matters, coordinate claim strategy, and promote efficient, cost-effective handling consistent with statutory and organizational objectives
- Identify and pursue recovery, subrogation, and other opportunities to reduce NCIGA's claim exposure
- Ensure all claims handling and file documentation comply with insurance policies, statutory and regulatory requirements, and audit and reporting standards, including maintenance of required licensure and continuing education
- Maintain effective working relationships with internal and external stakeholders and assist the Claims Manager with file audits, workload monitoring, and other assigned duties as needed

Why Should You Apply?

- **Competitive compensation** with an annual bonus plan.
- **Competitive Benefits package** including medical, dental, vision, disability, 401k and cash balance pension
- Minimum of 4 weeks (pro-rated) **Paid Time Off** plus 12 paid holidays per year
- 37.5-hour **Flexible Work Week** with Friday afternoon off
- **Hybrid Work Environment:** 2 days per week in Raleigh office, 3 days remote
- Committed to **Work/Life Balance** for our employees

We look forward to hearing from you.

Please send your resume to:

HR@NCRB.ORG

The Organizations are equal opportunity employers dedicated to a policy of compliance with all federal, state and local laws regarding nondiscrimination in employment. Applicants are considered for all positions without regard to race, ancestry, color, age, national origin, ethnicity, religious creed or belief, physical or mental disability, marital or familial status, legally protected medical condition, genetic information, military or veteran status, sex (including pregnancy, or related medical condition), gender (including gender identity and expression), sexual orientation, citizenship/alienage status, protected activity (such as opposition to or reporting of prohibited discrimination or harassment), arrest or conviction record, or any other status or protected characteristic protected by law. In addition, this Organization does not discriminate on the basis of physical or mental disability where the essential functions of the job, as reasonably accommodated, do not require such distinction.
