

Colonnade Insurance S.A. (“Colonnade”) is a non-life insurance company owned by Fairfax Financial Holdings Limited. We are based in Luxembourg, operating through our branches in Bulgaria, Czech Republic, Hungary, Romania, Slovakia and Poland.

We believe in the fair and innovative products. Our vision is to be recognised by Underwriting excellence, Innovative solutions and products, Best of class client service, Great company to work for, while delivering long term results to our shareholders, employees and clients, while remaining flexible and reactive to any changes of our environment.

You can learn about the values that drive our decisions and operation [here](#).

## **Claims Director, Hungary**

### **PURPOSE:**

The Claims Director is responsible to lead and manage the claims staff and ensuring efficient, prompt, and courteous service to claimants, insureds, and brokers through the direction and training of the adjusting staff in the investigation, analysis, and settlement of claims.

The incumbent is also responsible for the day to day operations and departmental strategies in the achievement of Colonnade goals for customer service, productivity and quality.

In cooperation with the Branch Manager of Colonnade, the Claims Director is responsible to

- Design and create an efficient, sustainable claims process.
- Create documented best practices and process guidelines.
- Review and analyze talent and expertise available and create a plan to close the gaps.
- Review and analyze the current structure and propose structure to support the future operating model of the company.
- Actively assist the Branch Manager in implementation.
- Provide technical support and assist claims adjusters in adjusting complex claims.
- Maintain relationship and operate network of colleagues throughout the company.
- Provide guidance and best practice for training and development of in country claims staff.

### **KEY ACCOUNTABILITIES:**

- Ensure the effective day to day operation of the unit by coordinating and enhancing workflow and operational procedures.
- Provide effective daily leadership, coaching and motivation of staff.
- Manage customer service standards by communicating effectively with all parties involved.
- Direct the accurate and efficient payment of claims in accordance with legislative requirements.

- Develop relationships with other departments such as underwriting, actuarial, distribution in order to meet business goals and to identify/implement new and better strategies to handle current function and operations.
- Understand and apply best business practices towards compliance, internal control and operational risk controls in accordance to national standards and regulatory standards and policies.
- Work collaboratively with other managers on special projects and assignments requiring advanced technical skills and knowledge when required.
- Coordinate and provide professional leadership.

**SKILL/BEHAVIOUR REQUIREMENTS:**

- Demonstrated ability to understand and interpret complex insurance contracts.
- Demonstrated ability to have patience, empathy and understanding in dealings with staff and customers.
- Demonstrated ability to provide prompt, efficient, and courteous service to all parties involved.
- Demonstrated ability to assess liability and understand case law developments in the jurisdiction.
- Demonstrated negotiation skills.
- Strong analytical, problem-solving skills, investigative, and decision-making skills.
- Demonstrated report-writing skills, including an orientation toward detail and precision.
- Able to plan, organize, and manage multiple demands and changing priorities.
- Demonstrated ability to work well as a team player or independent contributor; Self-motivated.
- Strong leadership, interpersonal, and coaching skills.
- Excellent communication (both oral and written) skills to explain processes and terms.

**QUALIFICATIONS:**

- Minimum 7-10 years of experience in the property and casualty industry.
- Proven track record of people management experience.
- Working knowledge of principles and practices related to claims settlement, policy wordings, insurance contracts, fraud investigations, serious losses and coverage questions.
- Comfortable level of knowledge of other functional areas (i.e. Policy administration, Risk Management, Premium accounting, etc.)
- Ability to work within digital environment, including implementing and managing workflow and processes accordingly.
- Advanced knowledge of Microsoft Office.
- Fluent written and spoken English.