

Marriott Careers

Claims Adjuster II- Workers' Compensation

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Posting Date Jul 09, 2019

Job Number 19077210

Job Category Finance and Accounting

Location Western Casualty Claims Office, 3130 S Harbor Blvd Suite 550, Santa Ana, California, United States [VIEW ON MAP](#)

Brand Corporate

Schedule Full-time

Relocation? No

Position Type Management

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JOB SUMMARY

A Workers' Compensation Claims Adjuster II is responsible for the timely, good faith adjustment and disposition of self-administered claims. Responsibility extends to all aspects and phases of investigations, evaluations, negotiations and settlements/denials of the following claims: workers' compensation.

SCOPE/BUSINESS CONTEXT/EXPECTED CONTRIBUTIONS

Scope

- Manage 110-125 California worker's compensation claims on assignment.
- Acceptable caseloads vary based on the jurisdiction(s), mix and complexity of Worker's Compensation cases as determined by Claims Supervisor.

Expected Contributions

- Investigate, evaluate and dispose of claims promptly – taking statements as necessary – to determine compensability.
- Pay benefits as prescribed by law and/or Marriott policies and procedures.
- Secure necessary documentation to facilitate timely loss adjustment and maintain primary responsibility for settlement decisions up to individual authority.
- Complete and monitor timely Workers' Compensation indemnity payments/state filings.
- Monitor and actively manage Workers' Compensation medical treatment with the goal of minimizing disability. Consult Occupational Health Services as necessary.
- Manage litigation cases including controlling/directing outside attorneys, assisting in discovery/trial preparation and strategy.
- Evaluate claims for potential third party or subrogation recovery.
- Participate in the Service Call Program and complete required Service Call reports detailing current case status.

Other

- Demonstrate commitment and support to management team and department goals.
- Actively participate in regularly scheduled unit meetings and department meetings.
- Comply with Marriott Casualty Claims Policy and Procedure Manual requirements.
- Handle claims of a more complex nature.
- Effectively utilize the Valley Oaks System (iVOS) to manage all claims electronically.
- Enter action plan notes/website notes into iVOS.
- Participate in activities that foster teamwork and continuous quality improvement.

CANDIDATE PROFILE

Experience

- Minimum of 18 months claims adjusting experience.

Knowledge and Skills

- Ability to grasp and apply technical knowledge, including litigation case management and adjusting skills.
- Effective reasoning, analysis and decision-making skills.
- Effective influence skills.
- Maintain confidentiality.
- Strong negotiation skills.
- Strong organization skills.
- Strong time-management skills.
- Strong hospitality skills.
- Demonstrate strong leadership abilities.
- Ability to prioritize work.
- Ability to meet deadlines and follow up in a timely manner.
- Good communication skills (verbal, listening, writing), including the ability to deliver difficult messages to customers and/or claimants.
- Good investigation skills.

- Intermediate knowledge of claims process.
- Strong computer skills.
- Ability to work well in a team, providing assistance to fellow associates and representing the mission of the unit.
- Possess a willingness to accept and respond positively to constructive criticism.
- Present oneself with a positive, professional demeanor.
- Communicate often with supervisor keeping him/her informed.
- Show dependability.

Education or Certification

- High School Diploma or GED required.
- Two or four-year degree from an accredited college/business/technical school preferred.
- California Experienced Claims Adjuster Designation and current on education hours.
- California Self-Insured Administrator's Certificate required.

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