



## City County Insurance Services Director of Property Liability Claims

<b>SALARY</b>	\$13,676.17 - \$16,697.83 Monthly \$164,114.00 - \$200,374.00 Annually	<b>LOCATION</b>	Wilsonville (combination of remote and CIS' Wilsonville Office), OR
<b>JOB TYPE</b>	Regular Full-time	<b>JOB NUMBER</b>	2025 - 2026 2
<b>DEPARTMENT</b>	Claims-P/L	<b>OPENING DATE</b>	07/08/2025
<b>CLOSING DATE</b>	7/29/2025 12:00 PM Pacific		

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### Description

CIS is recruiting for a Director of Property Liability Claims

Recruitment opened: July 8, 2025

Recruitment closes: July 29, 2025, at noon.

Salary Range: \$164,114 to \$200,374 (DOE AND DOQ)

**Job Location:** You will be required to work at least 3 days per week in our Wilsonville Office with an option for up to 2 remote days per week from your Oregon residence.

You must apply using our online application system ([governmentjobs.com](https://www.governmentjobs.com)) to be considered for an interview, and to request Oregon Veterans Preference consideration.

**Tentative Interview schedule:**

- August 6, 2025: First interviews with Executive Director
- August 13, 2025: Second interviews with an interview panel
- August 20th: Third interviews

### I am interested; what do I do next?

CIS uses a “quick apply” application process, meaning you just need to submit your resume and respond to a few questions using our [governmentjobs.com](https://www.governmentjobs.com) application system.

To learn more about the job and CIS, and to access our Careers page (which includes the application link), please go to: <https://www.cisoregon.org/About/CareerOpportunities>

### General Position Summary: Can you picture yourself in this leadership role?

CIS is seeking a strategic leader to direct and continually enhance our Property and Liability Claims programs. In this role, you will guide the implementation and management of claims activities and partnerships to ensure our services are reliable, effective, and highly valued by members. You will oversee a dedicated team of claims professionals and lead all aspects of claims-related litigation, and you will act as the primary liaison with Oregon Public Entity Excess Pool, and

our reinsurance partners. You will also collaborate with CIS Risk Management Consultants, members, and agents on related risk and claims management matters.

**CIS Offers:** Why is CIS a great place to work? Meaningful work that impacts Oregon's communities, job stability, 100% employer-paid retirement plan (Oregon PERS), regular salary increases, 90% of health insurance premium paid by CIS, professional development opportunities, and respect and appreciation for what you do.

**Please join CIS.** As a nationally recognized leader in risk pooling and trust management, our values are integrity, financial strength, expertise, innovation, adaptability, inclusion, and collaboration, which not only benefits local communities, but also delivers a great benefit to you! It is a win-win for everyone. Our average employee tenure is 8 years; whether you are joining our team for two years or 20 years, you will have the opportunity for professional development. We would be honored to have you join our team.

## Position Highlights/Job Description

Essential competencies of this job are described below. They may be subject to change at any time. The omission of specific statements of duties does not exclude them from the position, if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and may be changed by the employer at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions, providing that an accommodation(s) does not create an undue hardship for the employer, remove an essential job function, and/or create a direct safety threat to the individual, or others.

### GENERAL POSITION SUMMARY:

Provides strategic direction in the implementation, management, and continuous improvement of CIS' liability and property claims' programs, activities, and partnerships.

Ensures that claims management is reliable and valued by members. Manages and directs claims staff.

Litigation Responsibilities: Litigation is an extension of the Claims function, and the Claims Director is responsible for overall litigation management for Property/Liability claims.

Act as the claims' liaison between OPEEP and the re-insurer.

Participate in risk management issues, as requested by CIS Risk Management Consultants, members, and/or agents.

### ESSENTIAL FUNCTIONS:

Temporary modifications to provide reasonable accommodations, or transitional work assignments, do not waive any of the essential functions for this position.

#### Driver License

The ability to drive is an essential job function, and it is related to a business purpose.

The following information may not be all-inclusive:

## Claims Management

- Address problems or complaints regarding claims services.
- Assure the continued viability of CIS' claims programs.
- At the direction of the Executive Director, provide claims data and reports to CIS loss data analysts, re-insurers, auditors, actuaries, CIS' Board of Trustees, and others as requested.
- Coordinate with CIS' General Counsel and Underwriting and Analytics Director, to ensure that members' interests are maximized through an integrated approach.
- Develop and maintain a database of case law, statutes, and other research materials, to provide staff with guidance on handling specialized claims.
- Develop and maintain effective communications with members regarding CIS' current claims' programs and future-plans.
- Develop and maintain effective mechanisms to identify member needs in the claims area.
- Give presentations at the CIS' annual conference and other local/national conferences, as requested.
- Keep CIS' General Counsel, Executive Director, Underwriting and Analytics Director, and Board of Trustees, apprised of the status and developments in CIS' claims programs, and new developments in the insurance claims marketplace and regulatory arena.
- Meet with City and County Administrators/Managers, County Commissioners, Labor/Management Committees, and/or Member Employees to explain current claims, claims options, policies, etc.
- Monitor and "spot audit" case reserves to ensure reserving practices are consistent with CIS policies.
- Oversee, monitor, and direct approved outside claims-related service providers, including investigators, bill review services, etc. Direct and monitor the use of such services. Take action to ensure that deficiencies are corrected.
- Plan, evaluate and develop recommendations for changes to existing claims programs and for new or expanded programs. Make recommendations on policies and procedures, service providers, and all other aspects of the CIS claims program. Present recommendations to CIS' Executive Director and Board of Trustees, and to the OPEEP Board.
- Prepare reports and provide updates to reinsurers
- Prepare documents and submit materials necessary to obtain Collections from our Excess carriers.
- Provide reports for CIS' Board of Claim settlements, for claims in excess of \$200,000.
- Respond to Members' Auditor requests for members data and/or reports, so the members can complete their annual audits.
- Review all coverage issues and approve all coverage decisions on questionable claims.
- Review and approve all "reservation-of-rights letters."
- Work with CIS' General Counsel in the initial selection and performance of outside defense counsel

## OPEEP

- Keep the OPEEP Board, apprised of the status and developments in CIS' claims programs, and new developments in the insurance claims marketplace and regulatory arena.
- Plan, evaluate and develop recommendations for changes to existing claims programs and for new or expanded programs. Make recommendations on policies and procedures, service providers, and all other aspects of the claims' program. Present recommendations to the OPEEP Board.
- Receive and report new claims from OPEEP members to reinsurers
- Provide regular updates to reinsurers
- Conduct a file audit on all new OPEEP claims
- Educate OPEEP members on claim reporting and reserve setting

## Workers' Compensation Run Out

- Serve as liaison between the TPA handling the run-out of CIS workers' compensation claims, members, and CIS.
- Coordinate response to related inquiries from regulators and others as appropriate.

## Risk Management Issues

- Participate in risk management issues, as requested by CIS Risk Management Consultants, members, and/or agents.

#### Business Operations

- Develop and monitor adherence to annual operating budget.
- Manage the daily operations of the CIS claims programs.
- Monitor legal developments and advise executive team of issues that may negatively impact our programs from a financial standpoint.
- Participate as part of the CIS management team in developing a cohesive approach to CIS internal operations.

#### **EDUCATION, CERTIFICATION, CERTIFICATES, KNOWLEDGE & EXPERIENCE:**

Education and experience requirements listed are minimum standards. Other equivalent combinations of education, certifications, training, and experience may be considered.

Education: Bachelor's degree

Knowledge: The position requires an in-depth knowledge of the principles and practices of Property/Liability claims programs supervision, along with a working knowledge of federal and state laws and rules that apply to Property/Liability claims programs. The position requires the ability to apply interpersonal skills and effective communication techniques needed to build and maintain effective relationships with the staff, members, service providers and other partners. The position requires supervisory skills necessary to effectively supervise Property/Liability staff, the ability to effectively manage time, and the ability to use a computer and related software is required.

Ten or more years of progressively responsible and directly related experience in property/liability, insurance, human resources, municipal administration, association services, or a related field.

Certificates: None

Certifications: CPCU or ARM

Licenses: Valid driver's license; employee must maintain a safe driving record while employed with CIS.  
Oregon Adjuster's License

Experience: 10 or more years' property/liability claims experience.  
3 or more years as a property/liability claims supervisor.

Requires 10 or more years of progressive experience in insurance claims administration in order to provide effective leadership in the sphere of responsibility and to provide a meaningful contribution to the management team and the organization's overall objectives.

Five or more years of progressively responsible and directly related experience in property/liability, insurance, human resources, municipal administration, association services, or a related field.

#### **SPECIAL QUALIFICATIONS:**

The position requires an in-depth knowledge of the principles and practices of Property/Liability claims programs supervision, along with a working knowledge of federal and state laws and rules that apply to Property/Liability claims programs. The position requires the ability to apply interpersonal skills and effective communication techniques needed to build and maintain effective relationships with the staff, members, service providers and other partners. The position requires supervisory skills necessary to effectively supervise Property/Liability staff, the ability to effectively manage time, and the ability to use a computer and related software is required.

## NON-ESSENTIAL JOB FUNCTIONS:

- Other duties as assigned.

## CIS VALUES

CIS has identified shared values to guide staff. These values provide the lens through which we expect you to work:

- **Service:** We maintain an unwavering commitment to provide exceptional service, solutions, and support.
- **Stewardship:** We exercise fiscal discipline and safeguard resources with prudence, protection, and care for our members and the communities they serve.
- **Integrity:** We strive for alignment between our actions, words, and values. We seek consistency in our interactions, behaviors, and decisions.
- **Innovation:** We are forward thinking – embracing fresh ideas and seeking new ways to help our members navigate changes and improve services.
- **Collaboration:** We listen to and work with members and partners. We engage in cross-departmental teamwork to maintain high productivity and achieve our mutually shared goals.
- **Equity:** We strive to build diverse teams and foster a respectful, inclusive environment where contributions are recognized, authenticity is encouraged.

## CIS WORK STANDARDS:

- Regular attendance and punctuality.
- Speak and act truthfully.
- Conduct oneself with integrity, character, and trustworthiness.
- Exhibit self-control.
- Detail-oriented.
- Thorough when completing work tasks.
- Accept constructive criticism.
- Calmly and effectively process high stress situations.
- Reliable, responsible, and dependable.
- Willingness to take on responsibilities and challenges.
- Communicate effectively both verbally and in writing with supervisors, managers, coworkers, and other individuals inside and outside CIS.
- Exhibit professional manner in dealing with others and work to maintain constructive working relationships.
- Work effectively and relate well with others inside and outside CIS.

## CIS SUPERVISOR STANDARDS

- Conduct performance reviews of P/L Claims Supervisors (and other staff as needed), consistent with CIS policies and procedures.
- Develop data analytics to measure staff performance, litigation results, etc.
- Establish work priorities, assess progress of work, and assist in completing work.
- Monitor and coordinate workload issues for staff.
- Make disciplinary and hiring recommendations.
- Monitor and direct the performance and effectiveness of department staff, monitoring workload. Take action to ensure that deficiencies are corrected.
- Oversee assignment of claims to staff and monitor workload.
- Provide input to staff on suggested changes to coverage forms that would either expand coverage, clarify coverage, or reduce coverage.
- Provide leadership and direction to claims staff to provide high quality claims services consistent with CIS policies and procedures.
- Provide technical support, direction, and advice to claims staff.

- Supervise, coach, train, and evaluate staff.
- Work with staff as needed to develop initial action plans and monitor handling throughout the life of claims.
- Work with department staff on goal setting.

#### **PHYSICAL DEMANDS OF THE POSITION/WORKING CONDITIONS:**

CIS is committed to complying fully with the Americans with Disabilities Act (ADA) and Oregon's Disability Accommodation and Discrimination laws. We are also committed to ensuring equal opportunity in employment for qualified persons with disabilities. CIS will make reasonable efforts to accommodate a qualified applicant or employee with a known disability, unless such accommodation creates an undue hardship on CIS' operations, or a safety risk to employee or coworkers, or removes an essential job function. Employees should request an accommodation as soon as it becomes apparent that a reasonable accommodation may be necessary, to enable the employee to perform the essential duties of a position, or to participate in the employment process. To discuss an accommodation request, please contact Janie McCollister, CIS' HR Manager.

The factors described herein are representative of, but not all-inclusive of, those that must be met by an individual to successfully perform in the position.

#### Physical

Please contact CIS' HR manager for this information.

#### Environment

Work is performed in a climate-controlled office environment.

#### **WORK SCHEDULE:**

CIS has a 37.5-hour workweek. Unless otherwise approved by Department Manager and Supervisor, the typical schedule is Monday – Friday falling between the hours of 8:00 a.m. and 5:00 p.m.

Frequent work outside of typical office hours, as necessary.

The home office for this position is CIS' main office. At the discretion of the Executive Director, the home office may be designated as another office.

This position includes regular travel to meetings, training, conferences, member meetings, claims investigation, legal proceedings, staff events and CIS' Annual Conference; it may include five or more nights per year of overnight travel.

## **Qualifications**

### **MINIMUM QUALIFICATIONS**

Education and experience requirements listed are minimum standards. Other equivalent combinations of education, certifications, training, and experience may be considered.

Knowledge of, and experience with:

#### Claims Management

- Addressing problems or complaints regarding claims services.
- Assuring the continued viability of claims programs.
- Providing claims data and reports to loss data analysts, re-insurers, auditors, actuaries, and others.
- Coordinating with other department heads and counsel, to ensure that customers' interests are maximized through an integrated approach.
- Developing and maintaining a database of case law, statutes, and other research materials, to provide staff with guidance on handling specialized claims.

- Developing and maintaining effective communications with customers regarding organization's current claims' programs and future-plans.
- Developing and maintaining effective mechanisms to identify customer needs in the claims area.
- Keeping counsel, senior management, and Board of Trustees apprised of the status and developments in organization's claims programs, and new developments in the insurance claims marketplace and regulatory arena.
- Giving presentations at local and national conferences.
- Meeting with city and county administrators and managers, county commissioners, labor/management committees, or customer employees to explain current claims, claims options, policies, etc.
- Monitoring and "spot auditing" case reserves to ensure reserving practices are consistent with organization policies.
- Overseeing, monitoring, and directing approved outside claims-related service providers, including investigators, bill review services, etc. Directing and monitoring the use of such services. Taking action to ensure that deficiencies are corrected.
- Planning, evaluating, and developing recommendations for changes to existing claims programs and for new or expanded programs. Making recommendations on policies and procedures, service providers, and all other aspects of the organization's claims program. Presenting recommendations to senior management, and Board of Trustees.
- Preparing documents and submitting materials necessary to obtain collections from excess carriers.
- Providing reports for excess claim settlements.
- Responding to customers' auditor requests for data/reports to complete their annual audits
- Reviewing all coverage issues and approving all coverage decisions on questionable claims.
- Reviewing and approving all "reservation-of-rights letters."

#### Supervise Staff

- Conducting performance reviews of property/liability claims supervisors (and other claims staff), consistent with organization policies and procedures.
- Developing data analytics to measure staff performance, litigation results, etc.
- Establishing work priorities, assessing progress of work, and assisting in completing work.
- Making disciplinary and hiring recommendations.
- Monitoring and directing the performance and effectiveness of department staff. Taking action to ensure that deficiencies are corrected.
- Overseeing assignment of claims to consultants, and monitoring workload.
- Providing input to staff on suggested changes to coverage forms that would either expand coverage, clarify coverage, or reduce coverage.
- Providing leadership and direction to claims staff to provide high quality claims services consistent with organization policies and procedures.
- Providing technical support, direction, and advice to claims staff.
- Supervising, training, and evaluating staff.
- Working with staff as needed to develop initial action plans and monitor handling throughout the life of claims.
- Working with staff on goal setting.

#### Business Operations

- Developing and monitoring adherence to annual operating budget.
- Managing daily operations of organization's claims programs.
- Monitoring legal developments and advising executive team of issues that may negatively impact organization's programs, from a financial standpoint.
- Participating as part of the organization's management team in developing a cohesive approach to internal organizational operations.

#### **EDUCATION, CERTIFICATION, CERTIFICATES, KNOWLEDGE & EXPERIENCE:**

Education and experience requirements listed are minimum standards. Other equivalent combinations of education, certifications, training, and experience may be considered.

Education: Bachelor's degree

**Knowledge:** The position requires an in-depth knowledge of the principles and practices of Property/Liability claims programs supervision, along with a working knowledge of federal and state laws and rules that apply to Property/Liability claims programs. The position requires the ability to apply interpersonal skills and effective communication techniques needed to build and maintain effective relationships with the staff, members, service providers and other partners. The position requires supervisory skills necessary to effectively supervise Property/Liability staff, the ability to effectively manage time, and the ability to use a computer and related software is required.

**Certifications:** CPCU or ARM

**Licenses:** Valid driver's license; employee must maintain a safe driving record while employed with CIS.  
Oregon Consultants License

**Experience:** 10 or more years' property/liability claims experience.

3 or more years as a property/liability claims manager

Requires 10 or more years of progressive experience in insurance claims administration in order to provide effective leadership in the sphere of responsibility and to provide a meaningful contribution to the management team and the organization's overall objectives.

Ten or more years of progressively responsible and directly related experience in property/liability, insurance, human resources, municipal administration, association services, or a related field.

#### **SPECIAL QUALIFICATIONS:**

The position requires an in-depth knowledge of the principles and practices of Property/Liability claims programs supervision, along with a working knowledge of federal and state laws and rules that apply to Property/Liability claims programs. The position requires the ability to apply interpersonal skills and effective communication techniques needed to build and maintain effective relationships with the staff, members, service providers and other partners. The position requires supervisory skills necessary to effectively supervise Property/Liability staff, the ability to effectively manage time, and the ability to use a computer and related software is required.

#### **I'M INTERESTED; WHAT DO I DO NEXT?**

CIS uses a "quick apply" application process, meaning you just need to submit your resume and respond to a few questions using our [governmentjobs.com](http://www.governmentjobs.com) application system.

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#### **Employer**

City County Insurance Services

#### **Address**

25117 SW Parkway Ave

Wilsonville, Oregon, 97070

#### **Phone**

503-763-3892

503-763-3800

#### **Website**

<http://www.cisoregon.org/>