

Job Title: Multi-Line Adjuster
Reports To: Liability Claims Supervisor
Department: Claims
FLSA Classification: Exempt

Location: 562 Franklin Road, Suite 200, Franklin, TN 37069

About Us

Public Entity Partners was created to provide insurance coverage for local governments within Tennessee. With staff experienced in local government, as well as the commercial insurance industry, we pride ourselves on providing exceptional service to our members. The vision of Public Entity Partners is to make a difference in the lives of Tennessee public entity employees and the citizens they serve. We relate to governmental entities because we collaborate with them on a daily basis, and we understand the challenges they face.

Job Summary

The Multi-Line Adjuster is responsible for the investigation and adjustment of assigned multi-line claims, primarily focused on General Liability, Automobile Liability, Law Enforcement Liability, Error and Admissions Liability and Employment Practices Liability Claims, with exposure to litigation. This role manages claims from assignment through resolution (cradle to grave) in a fast-paced Claims environment. This is a hybrid role based out of the Franklin, TN area.

Duties/Responsibilities

- Investigate, evaluate, and adjust assigned multi-line claims in accordance with client standards and instructions, and state regulations
- Manage claims cradle to grave, including those with litigation exposure
- Apply knowledge of insurance coverage to determine compensability and exposure
- Maintain consistent, proactive communication with clients, claimants, and attorneys
- Establish and maintain appropriate reserves within authority guidelines
- Review medical, legal, and miscellaneous invoices to ensure accuracy and claim relevance
- Negotiate disputed invoices, damages, and settlements within authority limits
- Issue payments in accordance with client guidelines
- Assist in the selection and coordination of defense counsel and other vendors
- Identify and pursue subrogation opportunities
- Maintain accurate and timely claim documentation, diaries, and file updates
- Prepare status reports, reserve updates, and claim summaries as required
- Support litigated files through coordination with legal partners and participation in proceedings as appropriate

Education and Experience

- Ability to effectively and independently manage workload while exhibiting good judgment.

- Bachelor's degree or equivalent work experience in the claim service industry.
- Proven experience as a liability claims adjuster (3-5 years of experience) with an effective track record.
- Foundational understanding of insurance coverages
- Strong verbal and written communication skills, with a high standard for responsiveness and follow-through
- Strong organizational skills and ability to prioritize effectively
- Self-starter with the ability to work independently and as part of a team
- Proficient with Microsoft Office Suite and Origami (or equivalent claims management system).
- Discretion and ability to maintain confidentiality.
- Ability to obtain proper licensing as required.

Nice to Have

- Experience with Tennessee Governmental Tort Liability Act (strongly preferred).
- Exposure to or familiarity with litigated claims

Physical Requirements

- Prolonged periods sitting at a desk and working on a computer.

Excellent Benefits

Salary \$93,707.19