



**Position:** Claims Manager – Egg BU (Full-time)

**Date Posted:** March 2019

**Supervised By:** VP of Customer Solutions – Egg BU

**Location:** Holland, Michigan

**Vehicle:** This position is not included in the company vehicle program

**Travel:** Occasional, less than 15% of time

**Duties & Responsibilities:**

This position is key in answering quickly and effectively to claims reported within this BU, aiming to achieve highest customer satisfaction in shortest possible time, while protecting our company's interests. In greater detail responsibilities include but are not limited to:

- Documents and coordinates solutions for claims presented by customers and our own personnel. That is done by working closely with other managers in the BU, mostly Customer Engineering Manager and Sales Support Manager, and outside of the BU, mostly with Farm Services and Supply Chain.
- Serves as the key contact with customers to understand the problems and communicate the implementation of solutions.
- Organizes and maintains documentation for each case in shared environment, so that it is available to all parties involved.
- Follows up on agreed timelines and keeps involved parties engaged. Red flags to Director Customer Solutions when the plan is not developing in a manner that will bring customer satisfaction in reasonable time frame.
- Continuously gets educated in the product line at a detail level, so that he/she can be a strong and integral part of the team finding solutions.
- Prioritizes claims to be addressed, under guidance of Director Customer Solutions.
- Manages situations that involve financial implications for the company in the solution of the claim, including payment to third parties that may be involved, all in close coordination with Farm Services and other areas of the company, always in compliance with levels of authority policy.
- Helps to develop and improve all tools used for documenting and tracking claims, sometimes in coordination with other company locations around the world.
- Helps train various new employees in what pertains to areas of connection with this position.
- Occasionally participates in trade shows and other customer contacts.

**Qualifications:**

- A two years degree in relevant field is ideal minimum. High School level paired with right level of experience and accomplishments may be acceptable. A college degree in fields of relevance, such as project Management, would be a plus.
- Must possess mechanical aptitude, exceptional attention to details, and strong communication skills.
- High level of organizational skills.
- Experience in farming is not required but is valued.
- Self-driven, able to work under minimal supervision.
- Fluency in Word, Excel, and PowerPoint.