



Assistant Vice President, Claims (Chicagoland Area Based/Hybrid)

Job Title: Assistant Vice President (AVP) of Claims (Hybrid)
Team: Executive Office
Reports to: President & CEO
FLSA Status: Exempt
Prepared Date: October 2025

Company Overview

Educational & Institutional Insurance Administrators, Inc. (EIIA) is a Member-driven consortium of private, faith-inspired colleges, universities and seminaries providing innovative insurance and risk management services. EIIA was formed during the 1960s when a number of historically Black colleges and universities associated with the United Methodist Church were unable to obtain property and casualty coverages from the traditional insurance marketplace. The United Methodist Church assisted the colleges by encouraging them to purchase the coverage as a group. This generated adequate premium volume for an insurance company to offer coverage. EIIA was formally incorporated as a not-for-profit corporation in 1976 with the specific purpose of providing group purchasing and administration of insurance programs for higher education institutions.

The group purchasing of the property and casualty coverages for these colleges was so successful that the concept spread to employee health and welfare benefit programs, long-term disability, life insurance, accidental death and dismemberment, and student health and accident needs of these institutions. Risk management services were added to aid these institutions in managing and avoiding risk.

EIIA's office is located in downtown Chicago and currently works in a hybrid/hoteling office environment. EIIA's staff of insurance and risk management professionals serve more than one hundred and forty-five (145) higher education institutions located in thirty-nine (39) states. In addition, EIIA operates two (2) Vermont domiciled captive insurance companies and one (1) grantor trust.

EIIA Members participate in the Master Property & Casualty (P&C) Program consisting of 11 coverages. The Risk Management (RM) Team supports their assigned Members with risk management advice, campus surveys, presentations and more. In addition, EIIA provides Members services in the areas of Student Programs, and Claims. EIIA also utilizes third-party vendors to provide services in addition to guidance documents that are created, published, and posted on the Member website.

Currently, EIIA is seeking an AVP of Claims that will report to the President & CEO.

Essential Duties and Responsibilities

The AVP of Claims is a newly created and visible position among the EIIA staff and will lead the development, implementation, and execution of EIIA's claims strategy, with emphasis on service to EIIA Members, member advocacy, data analytics, and vendor/TPA management.

In partnership with other EIIA managers and leaders, the position will also identify claims trends and influence Members to actively participate in driving improved claim outcomes.

Significant Job Responsibilities

Serves as a process innovation lead and liaison across the organization and works with EIIA staff, third-party service providers, and Members to facilitate troubleshooting, efficiency, and ease of doing business.

- Effectively communicates claim reporting processes and responsibilities to EIIA Members.
- Establishes expertise with EIIA coverage provisions.
- Builds SLA's and key metrics with EIIA's TPA partners.
- Builds an audit process to document that the TPA's are meeting requirements.
- Conducts RFP processes to vet potential new vendors and partners, as necessary.
- Reviews roles, responsibilities, and structure of the claims team and proposes any changes necessary to improve overall effectiveness in customer service, communication, and Member advocacy.
- Works with the P&C team and Risk Management team to develop Member claim trends and metrics.
- Partners with key stakeholders in claim negotiations and settlements.
- Attends and participates in Member and advisory committee meetings.
- All other duties as assigned, including supporting other teams and programs as required.
- Duties are subject to change based on organizational needs.

Required Qualifications

To perform this job successfully, an individual must be able to accurately perform each essential duty. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education & Experience

Bachelor's degree or equivalent is preferred with ten (10) years of claims and/or risk management experience across commercial property and casualty lines of business. Extensive management and leadership experience is required. Experience with a TPA or commercial insurance broker is preferred.

Supervisory Responsibilities

This position has two direct reports.

Primary Skill Sets

This position requires strong interpersonal and computer skills especially Word, Excel, and PowerPoint, along with extensive familiarity with MS CRM, website management, and data or learning management systems; solid communication skills (both verbal and written); customer service orientation; ability to take technical resource drafts and generate final copy; keen eye for details; ability to analyze data and manage multiple projects accurately and independently with minimal to moderate-level supervision; ability to easily adapt to workload demands; decision making in a timely and efficient manner; dependability; creativity; self-initiative; and team participation and accountability.

Physical Demands

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

Travel

Some travel, possibly to participate in the EIIA Annual Members Meeting, meetings with vendors, industry conferences and EIIA client and prospect meetings; less than 30% of total time.

Work Environment

Hybrid model. In office as needed (currently, minimum five (5) days a month).

Background Check Required

This position is subject to pre-employment screening which includes a criminal background check, verification of work history, academic credentials, licenses, and certifications.

Other Duties and Accommodations:

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Come join our EIIA Team! Interested candidates should forward a cover letter, resume, and salary requirements to Joe Dudzik at jdudzik@eiiia.org.

EIIA is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.