

The position of an Analyst at KCIC consists of processing complaints to ensure their accurate and timely delivery to the appropriate counsel as well as performing other client tasks. To succeed and thrive at this position depends on your ability to do the following items:

1. Ensure all work is processed accurately and timely:

- Accurately process all complaints by daily deadline. Accurate and complete complaint entry is the single most important task of the analyst position.
- Prepare high quality work. High quality work includes accuracy, consistency and an appropriate level of detail.
- Effectively prioritize and execute tasks.
- Take ownership and be accountable for work.
- Meet requested deadlines or communicate effectively, in a timely manner, if the deadline will not be met.
- Identify any issues and escalate them to senior analysts and consultants as appropriate.

2. Display initiative and ownership of complaint process:

- Proactively move on to the backlog of complaints and/or work to support the consulting team.
- Effectively identify different types of legal documents and raise any questions to senior analysts and the team.
- Follow up on any feedback received for clarification to enable self-improvement and growth.
- Contribute to establishing standard procedures and rules for complaint entry by tracking inconsistencies with data entry, new rules and any unique feedback provided and share with the team.
- Evaluate the complaint process and forms and provide suggestions to improve the process.

3. Effectively work as part of a team:

- Professionally and effectively communicate with all team members.
- Create a positive environment for the analyst team.
- Provide on the job training for new analysts.
- Proactively seek additional work to help the team when complaints and other assigned work is reaching completion.

SALARY AND BENEFITS

KCIC offers very competitive salaries and incentive compensation through annual performance bonuses. In addition to excellent benefits such as a 401(k) tax-deferred savings plan and generous health insurance plans, we have a mentoring and training program to help ensure the success and continued professional development of every team member.

ABOUT KCIC

KCIC provides a full range of financial and strategic services to corporations, including many Fortune 500 companies and their legal counsel. We have a history of success in settlement negotiations and litigation support, including providing expert testimony in landmark insurance cases.

KCIC delivers decades of insurance industry knowledge and technical expertise in the areas of policy review, insurance archaeology, liability forecasting and more, all backed by our industry-leading Ligado technology platform. This combination of experience and technical innovation allows our clients to make better decisions with greater confidence.

OUR CULTURE

KCIC maintains a very strong, positive corporate culture that contributes to a professional and rewarding work environment. We offer stimulating technical and client management opportunities and the chance to be a part of a fast-paced, high growth company. Our team environment is furthered through a variety of social events and activities. Find out more about our company at kcic.com.