

DOW CORNING WRIGHT POSITION DESCRIPTION

POSITION TITLE: Customer Relations Specialist
Plastic Surgery Products

FUNCTION: Administration

REPORTS TO: Customer Relations Supervisor

INCUMBENT: Wendy Bott

WRITTEN BY: Lynn B. Diebold

APPROVED: _____

DATE: January 10, 1993

FUNCTION:

This position is responsible for assisting in the negotiation and resolution of plastic surgery product-related claims and for maintaining awareness of potential product-related issues throughout the company.

KNOW HOW:

A BA or BS degree and a paralegal certificate from an ABA approved school or a minimum of two years paralegal experience are required. Organizational ability, strong communication skills (both written and oral), the ability to develop long range plans and assess significant impact on all aspects of the business are critical skills in this role. This position must interact with all levels of the organization in obtaining information, communicating concerns and developing responses necessary to the company's defense. The ability to handle emotionally charged situations in a professional manner is key.

PRINCIPAL ACTIVITIES:

1. Receive and document claims on plastic surgery products.
2. Report appropriately to insurance carrier, Legal Department, product manager, executive management and manufacturing plant (for GMP and MDR compliance).
3. Request supporting documentation and analyze to determine settlement position.
4. Negotiate resolutions or refer appropriately.

Attorney Work Product

5. Maintain, analyze and interpret data on developing product problem trends.
6. Monitor costs and maintain settlement records.
7. Develop and/or recommend strategies to mitigate damages.
8. Provide litigation support to the Dow Corning Corporation Legal Department as requested and as time permits.

PROBLEM SOLVING:

This position requires the application of legal theory and defense strategies to make independent judgements on appropriate resolution and/or referral of claims. Each claim must be individually evaluated in light of personalities involved, product at issue, business impact and precedent-setting value. Creative reasoning and presentation must be employed to reach a "win-win" resolution.

ACCOUNTABILITY:

This position is accountable for the cost-effectiveness of the first level claims handling process and for preserving a strong working relationship with physician, patient, and hospital customers. Successful management of this role has a direct impact on the company's bottom line profits and on the cost of products liability insurance. A measurable reduction in healthcare product litigation and its associated costs is the expected result.