

DOW CORNING WRIGHT POSITION DESCRIPTION

POSITION TITLE: Customer Relations Supervisor

FUNCTION: Administration

REPORTS TO: Customer Relations Manager

INCUMBENT: None

WRITTEN BY: Lynn B. Diebold

APPROVED: _____

DATE: May 27, 1992

FUNCTION:

This position is responsible for supervising the Customer Relations staff in the negotiation and resolution of 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 and a minimum of two years experience at Dow Corning Corporation or Dow Corning Wright in the Customer Relations or Legal Department 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. Administrative and management skills are needed to assist in the coordination of claims activities for all levels of the paralegal and clerical staff. 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:

Administrative

1. Monitor distribution of claims to paralegal staff.
2. Analyze monthly and annual claims activity reports to identify trends and assist management in the development and implementation of defense strategies.

3. Review all active files with each Senior Customer Relations Specialist every thirty (30) days to assure responses are consistent with corporate defense strategies.
4. Conduct performance and employee development reviews for all paralegal staff members.
5. Monitor requests for litigation support from Dow Corning Corporation Legal Department to insure accepted tasks are completed and claims receive top priority.
6. Assist Department Manager with budgeting and expense control tasks.
7. Special projects as assigned.

Claims Handling

1. Receive and document claims on all healthcare business products where the dollar demand exceeds \$1,000,000.00 and/or there are out of the ordinary allegations.
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.
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.

In the administrative area, this position must be able to motivate a professional staff in the performance of high stress daily activities. Productivity is judged by both the number of claims resolved and the dollar volume of claims on an annual basis.

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.