

DOW CORNING WRIGHT POSITION DESCRIPTION

POSITION TITLE: Customer Relations Manager
FUNCTION: Administration
REPORTS TO: Director of Human Resources
INCUMBENT: Lynn B. Diebold
WRITTEN BY: Lynn B. Diebold
APPROVED: _____
DATE: May 27, 1992

FUNCTION:

This position is responsible for managing the Customer Relations staff at Dow Corning Wright and Dow Corning Corporation 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 five years experience at Dow Corning Corporation or Dow Corning Wright with at least two years in either the Legal Department or the Customer Relations 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 the entire paralegal and clerical staff at both locations. 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. Appropriately balance distribution of claims to paralegal staff in Midland and Memphis to assure the most effective use of resources in maintaining corporate credibility and legal defense positions.

2. Analyze monthly and annual claims activity reports to identify trends and recommend defense strategies to executive management.
3. Monitor all active files to assure a timely response is made.
4. Conduct Customer Relations Supervisor's performance and employee development reviews and provide input for staff reviews.
5. Monitor requests for litigation support from Dow Corning Corporation Legal Department to insure accepted tasks are completed and claims receive top priority.
6. Manage departmental budget and project expenses as needed.
7. Special projects as assigned.

Claims Handling

1. Receive and document claims on all healthcare business 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.
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.

Strong interpersonal skills are needed to motivate an independent, professional staff in a high stress and highly visible role within the company.

The ability to resolve disputes and motivate internal staff will affect the successful performance of this job.

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.