

DOW CORNING WRIGHT POSITION DESCRIPTION

COORDINATING

POSITION TITLE: Senior Customer Relations Specialist  
FUNCTION: Administration  
REPORTS TO: Customer Relations Supervisor  
INCUMBENT: Shelley Blair  
WRITTEN BY: Lynn B. Diebold  
APPROVED: \_\_\_\_\_  
DATE: May 27, 1992

FUNCTION:

This position is responsible for assisting 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 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 first level 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. Coordinate distribution of claims to paralegal staff. Approximate distribution should be:

100 each to Supervisor and Senior Customer Relations Specialist  
75 each to Customer Relations Specialist  
50 each to Customer Relations Specialist, Plastic Surgery Products

Claims in excess of these numbers should be distributed in approximately the same proportions.

2. Review and approve monthly and annual claims activity reports.
3. Review all active files every thirty (30) days and follow-up with paralegal responsible for the file to assure a timely response is made. To complete this task, this position has the authority to develop and require appropriate reports from the first level paralegal and/or clerical staff.
4. Schedule, plan, and conduct weekly staff meetings.
5. Monitor requests for litigation support from Dow Corning Corporation Legal Department to insure accepted tasks are completed and claims receive top priority.
6. 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.

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.

Attorney Work  
Product