

Gateway Development Commission

Job Title: Senior Claims Specialist

Location: New York/New Jersey

Date: June 3, 2026

Job ID: 6-020

Summary of Responsibilities

The Gateway Development Commission (GDC) is seeking to add a highly qualified Senior Claims Specialist to the Risk Management team for the Hudson Tunnel Project (“HTP”). The Senior Claims Specialist will support the HTP Insurance Program, including the Owner Controlled Insurance Program (OCIP), Builders Risk, Contractors Pollution Liability, Professional Liability, and applicable corporate insurance coverages, as well as oversight of third-party claims within GDC’s self-insured retention. The Senior Claims Specialist acts as GDC’s internal subject matter expert for all insurance and self-insured claims arising from the HTP and supports executive decision-making on risk, cost, and dispute resolution.

The Senior Claims Specialist reports to the Senior Director of Risk Management and Claims and serves as one of the primary GDC contacts for all claims managed by the third-party administrators on behalf of GDC.

Essential Functions

- Serves as the primary liaison between GDC and the third-party administrator (TPA).
- Collaborate with all claims stakeholders, including relevant internal GDC departments and GDC leadership, the insurance broker’s claims management team, the TPA, various carriers, and defense counsel.
- Maintain and enforce the execution of established claim handling guidelines and escalation protocols for the HTP to ensure consistent practices.
- Support all insurance-related requests and assist with the preparation of all claim reports associated with the GDC Insurance Program, including periodic claim summaries and analytical reports for internal stakeholders, funding partners, and external auditors.
- Oversee the quality, accuracy, and timeliness of claim data entered by TPAs into GDC’s claims and RMIS platform, and participate in periodic claim file audits.

- Process claims covered by the GDC Insurance Program to ensure timely recovery of settlement funds.
- Ensure timely reporting and tender of all incidents and claims to the appropriate OCIP insurers and other carriers, track coverage determinations, and advocate for full recognition of GDC's rights under each policy.
- Ensure that claims involving project work in both New York and New Jersey comply with applicable state statutes, case law, and regulatory requirements, including notice, tender, and reporting obligations.
- Establish and monitor claim reserves within delegated authority and make recommendations on reserve adjustments for large-loss and complex claims.
- Participate in regular risk, safety, and construction progress meetings to identify emerging claim trends and recommend risk mitigation measures for the project.
- Prepare executive-level claim summaries, dashboards, and key performance indicators (KPIs) for GDC departments and leadership, including loss development, OCIP performance, and impacts on total cost of risk.
- Handle HTP claims efficiently by promptly transferring risk to the insurance carrier upon notification of an incident or accident, ensuring the interests of GDC are fully protected.
- Promptly forward Notices of Claim and Summons and Complaints to the assigned claims adjuster or insurance carrier immediately upon receipt and conduct follow-ups as necessary until a coverage determination and acceptance is confirmed.
- Serve as a liaison between defense counsel, the agency, and the contract construction manager to ensure timely compliance with discovery demands and court-ordered depositions, supporting the effective defense of GDC agencies.
- Review TPA performance against service level agreements and claim handling expectations and provide feedback or recommendations for corrective action where needed.
- Promptly notify the Senior Director of Risk Management and Claims of any coverage concerns to ensure that contracts are not closed out before the issue is resolved.
- Participate in special projects and initiatives related to claims, insurance, and risk management, and other relevant duties as assigned.

Job Requirements

- Education: Bachelor's degree in finance, accounting, business administration, public administration or a related field is required or similar is required or four (4) years directly related professional experience may be accepted in lieu of a bachelor's degree, in addition to the (5) years' experience required below.
- Minimum of 5 years of experience in progressively responsible property and casualty claims, including substantial exposure to construction and/or infrastructure projects.
- Experience with large construction insurance programs (OCIP, CCIP, or project-specific) and/or public entity insurance programs and self-insured retentions is strongly preferred.
- Experience with public entity insurance programs and/or self-insured programs is preferred but not required.
- Familiarity with rail or transportation-related construction risks (such as railroad protective liability or FELA-adjacent exposures) is preferred but not required.
- Experience with varied claims management systems and risk management information systems (RMIS).
- Strong working knowledge of policy language, coverage analysis, and tender/indemnity issues across multiple lines (General Liability, Workers' Compensation, Builders Risk, Pollution, Professional, and related lines). Understanding of claims handling requirements for the states of New York and New Jersey.
- Understanding of New York Labor Law claims and New York Alternative Dispute Resolution (ADR) programs is preferred but not required.
- Demonstrated ability to collaborate with carriers, brokers, self-insured programs, TPAs, and defense counsel is preferred.
- Demonstrated experience managing litigated bodily injury and property damage claims, including coordination with defense counsel and participation in settlement negotiations or mediations is preferred.
- Strong interpersonal skills with the ability to work effectively across legal, risk, construction management, safety, finance, and executive teams.

Compensation & Benefits

- Competitive Salary
- Medical, Prescription, Dental, Vision Benefits subject to employee contributions
- Medical and Dependent Care Flexible Spending Accounts
- Life Insurance
- Commuter Benefits
- 401(a) Retirement Plan (6% of employee's salary funded by GDC)
- 457(b) Retirement Plan – (Roth or Pre-Tax Salary Contributions Elected by Employees)
- Earned Vacation (20 days per year) and Sick Time (12 days per year)
- Paid holidays

Project Background

The Hudson Tunnel Project (HTP) is the most urgent passenger rail infrastructure project in America. It involves constructing a nine miles of new passenger rail track, including a new two-track tunnel under the Hudson River connecting New Jersey to New York Penn Station, and the full rehabilitation of the existing 116-year-old North River Tunnel. The project will create operational flexibility and rail network redundancy to finally deliver reliable transportation to hundreds of thousands of daily commuters.

The HTP is the cornerstone of the Gateway Program, a comprehensive rail investment program that will modernize rail travel and create new capacity for the most congested section of the Northeast Corridor.

The Gateway Development Commission (GDC) is the bi-state public authority charged with delivering the HTP. GDC is governed by a seven-member Board appointed by Amtrak, New Jersey, and the New York State Department of Transportation. GDC works in partnership with Amtrak, NJ TRANSIT, and the Port Authority of New York and New Jersey. The Gateway Development Commission is proud to be an Equal Opportunity Employer and administers all personnel practices without regard to race, color, religion, sex, national origin, sexual orientation, disability, protected veteran status or military status, or any other category protected under applicable law. We encourage qualified people from all backgrounds to apply.

To apply, please email your cover letter and resume to jobs@gatewayprogram.org with the job title "Senior Claims Specialist" in the subject line.