



Title: Claims Analyst I

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

The purpose of this position is to perform a variety of tasks in the following areas: Property Recovery Claims, General Liability Claims, Contract Insurance Monitoring, Workers' Compensation Claims Support, Document and Correspondence Preparation, and Information Tracking and Reporting. This is accomplished by reviewing, analyzing and investigating general liability claims, negotiating settlements or defending the District as appropriate, reviewing, analyzing and investigating incidents/accidents to determine liability, monitoring contractual agreements for expired certificates of insurance, and working as liaison between the District, third party administrator and injured employee with regard to Workers' Compensation. Other duties include investigating accidents, industrial illness, security incidents, property losses and other occurrences, interviewing individuals and analyzing situations, processing illness/injury claims, placing and tracking of light/modified duty placements, and statistical tracking and trending of accidents/loss information.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

| | | | | |
|---|---|---|---|--|
| (S) Sedentary | (L) Light | (M) Medium | (H) Heavy | (V) Very Heavy |
| Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time. | Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree. | Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly. | Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly. | Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly. |

| # | Code | Essential Functions | % of Time |
|---|------|---|-----------|
| 1 | L | Oversees general liability subrogation/property claims by performing field investigations and responding as necessary to accidents and incidents, photographing, measuring, analyzing damage and accident scenes, and reviewing claims to recommend liability, verifying medical treatment, analyzing medical billing, verifying lost wages, interviewing claimants, witnesses and employees, monitoring reserves and recommending settlement of claims within established limitations, attending small claims court, arbitration hearings and other meetings, monitoring and maintaining records, and preparing reports and creating written correspondence. | 40 % |



| | | | |
|---|---|--|------|
| 2 | S | Monitors contract insurance by reviewing insurance documents received for compliance on renewed and newly awarded contracts, reviewing files for expired certificates of insurance and notifying in writing the contract manager or appropriate staff of expiration, issuing releases to the appropriate staff when contract is in full compliance with the District's insurance requirement, and maintaining diary system. | 20 % |
| 3 | S | Oversees workers compensation claims by making initial contact whenever an employee sustains injury, performing intake and authorizing initial medical treatment, forwarding all correspondence to Third Party Administrator, communicating with injured employees, Third Party Administrator, defense attorney, and District personnel, reviewing all incoming correspondence, responding to questions and requests as warranted, tracking and reporting employee disability status to Third Party Administrator to ensure timely benefit payments, meeting with Third Party Administrator, defense attorneys, and medical providers to discuss medical treatment and defense strategies, scheduling and organizing meetings involving Third Party Administrator, defense attorneys, medical providers, and internal departments, and attending Small Claims court. | 20 % |
| 4 | S | Documents and prepares correspondence by creating, editing, and distributing documents and reports related to various claims, hazards and incidents, creating and maintaining diary system to adhere to government statutes and timeliness, maintaining a variety of records, preparing reports and documentation related to accident/injury trending, and processing payments. | 20% |



JOB REQUIREMENTS:

| -Description of Minimum Job Requirements- | |
|---|--|
| Formal Education | <p>Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with six (6) months/one (1) year of advanced study or training past the high school equivalency. Accredited community college, vocational, business, technical or correspondence schools are likely sources. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.</p> <p>Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.</p> |
| Experience | A minimum of one (1) year of technical or professional experience in commercial insurance, general liability and/or workers' compensation claims handling, including the review of accident documentation. |
| Supervision | Job has no responsibility for the direction or supervision of others. |
| Human Collaboration Skills | Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas. |
| Freedom to Act | The employee normally performs the duty assignment after receiving detailed instructions as to methods, procedures, and desired end results with little room for deviation. The immediate supervisor may, at times, provide close and constant review. |
| Technical Skills | Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization. |
| Budget Responsibility | Position has no fiscal responsibility. |
| Reading | Basic - Ability to recognize meaning of common two- or three-syllable words. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study. |
| Math | Basic - Ability to perform the four basic arithmetic operations. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study. |
| Writing | Basic - Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names, and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study. |
| Certification & Other Requirements | |



KNOWLEDGE

- Basic statistical analysis.
- Methods and techniques of tracking, recording, and presenting statistical data.
- English grammar, punctuation, spelling, and usage.
- General methods of tactful public communication.
- General medical, legal and workers' compensation terminology
- Basic understanding of accident investigation and workers' compensation investigations.

SKILLS

- Advanced word processing, spreadsheet, presentation and database software
- Create queries and reports from Access database as requested.

ABILITIES

- Prioritize and deal with conflicting workload requirements.
- Handle all internal and external contacts with courtesy, diplomacy, and tact.
- Read, analyze, and interpret District policies, professional journals, technical publications, and government regulations.
- Write reports, business correspondence, and procedure manuals.
- Effectively present information and respond to questions from groups, managers, customers, and the general public.
- Deal with difficult people and situations.
- Learn District and departmental operating policies and procedures.
- Read and analyze medical disability slips for appropriate disability placement/work status
- Speak clearly and communicate messages to appropriate individuals.
- Organize information clearly and precisely.
- Perform intermediate mathematical calculations, including ratios and percentages.
- Represent the District in a positive way while working with the public.
- Learn SAP system processes related to department and job.
- Extract statistics and written information from reports and transfer to documents



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-

| Sedentary | Light | Medium | Heavy | Very Heavy |
|---|--|---|---|--|
| X | | | | |
| Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time. | Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree. | Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly. | Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly. | Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly. |

PHYSICAL DEMANDS:

| C | F | O | R | N |
|---|---|---|---|-------------------------------|
| Continuously 2/3 or more of the time. | Frequently From 1/3 to 2/3 of the time. | Occasionally Up to 1/3 of the time. | Rarely Less than 1 hour per week. | Never Never occurs. |

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

| -Physical Demand- | -Frequency- | -Brief Description- |
|------------------------------------|-------------|---|
| Standing | O | Observing work duties; communicating with co-workers |
| Sitting | C | Desk work; meeting; driving |
| Walking | F | To other departments/offices; around work site |
| Lifting | O | Files |
| Carrying | R | Files |
| Pushing/Pulling | O | File drawers; tables and chairs |
| Reaching | R | For files |
| Handling | F | Paperwork |
| Fine Dexterity | C | Computer keyboard; telephone keypad; calculator |
| Kneeling | R | Filing in lower drawers; retrieving items from lower shelves/ground |
| Crouching | R | Filing in lower drawers; retrieving items from lower shelves/ground |
| Crawling | R | Under equipment |
| Bending | O | Filing in lower drawers; retrieving items from lower shelves/ground |
| Twisting | R | From computer to telephone; getting inside vehicle |
| Climbing | R | Stairs; onto equipment |
| Balancing | N | |
| Vision | C | Reading; computer screen; driving; observing work site |
| Hearing | C | Communicating via telephone/radio; to co-workers/public |
| Talking | C | Communicating via telephone/radio; to co-workers/public |
| Foot Controls | R | Driving |
| Other (specified if applicable) | | |

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Camera, two way radio, recorder, hand tools, computer and associated hardware and software.



ENVIRONMENTAL FACTORS:

| | | | | |
|--------------------------|------------------------|--------------------------|--------------------|-------------------|
| C Continuously | F Frequently | O Occasionally | R Rarely | N Never |
|--------------------------|------------------------|--------------------------|--------------------|-------------------|

| | | | | |
|-------------------|--|---|------------------------|-------------------|
| D Daily | W Several Times Per Week | M Several Times Per Month | S Seasonally | N Never |
|-------------------|--|---|------------------------|-------------------|

| -Health and Safety Factors- | |
|-----------------------------|---|
| Mechanical Hazards | R |
| Chemical Hazards | R |
| Electrical Hazards | R |
| Fire Hazards | R |
| Explosives | R |
| Communicable Diseases | R |
| Physical Danger or Abuse | R |
| Other (see 1 below) | N |

| -Environmental Factors- | |
|-------------------------|---|
| Respiratory Hazards | S |
| Extreme Temperatures | M |
| Noise and Vibration | N |
| Wetness/Humidity | M |
| Physical Hazards | M |

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

Hard hat, protective shoes, reflective vest

NON-PHYSICAL DEMANDS:

| | | | |
|---|---|---|-----------------------------------|
| F Frequently From 1/3 to 2/3 of the time | O Occasionally Up to 1/3 of the time | R Rarely Less than 1 hour per week | N Never Never occurs |
|---|---|---|-----------------------------------|

| -Description of Non-Physical Demands- | -Frequency- |
|---|-------------|
| Time Pressure | F |
| Emergency Situation | O |
| Frequent Change of Tasks | F |
| Irregular Work Schedule/Overtime | N |
| Performing Multiple Tasks Simultaneously | O |
| Working Closely with Others as Part of a Team | F |
| Tedious or Exacting Work | F |
| Noisy/Distracting Environment | O |
| Other (see 2 below) | N |

(2) N/A

PRIMARY WORK LOCATION:

| | | | |
|--------------------------------|---|---------------------|--|
| Office Environment | X | Vehicle | |
| Warehouse | | Outdoors | |
| Shop | | Other (see 3 below) | |
| Recreation/Neighborhood Center | | | |

(3)N/A

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.