



Title: Claims Analyst II

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 Requirements, Workers' Compensation Claims Support, Document and Correspondence Preparation, and Information Tracking and Reporting. This is accomplished by reviewing, analyzing, and investigating general liability claims, setting insurance requirements, monitoring contractual agreements, and working as liaison between the District, third party administrators, and injured employees. Other duties include investigating accidents, industrial illness, security incidents, property losses and other occurrences, analyzing situations, processing claims, analyzing work restrictions of injured employees, analyzing physical demands of light duty positions, monitoring light/modified duty placements, meeting with employees, tracking and trending accident and loss information, and representing the district in arbitrations, mediations, and small claims court.

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 Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	(L) Light Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	(M) Medium Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	(H) Heavy Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	(V) Very Heavy 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 claims by performing field investigations and responding as necessary to accidents and incidents, photographing, measuring, analyzing damage and accident scene, drawing conclusions of liability, reviewing, analyzing and investigating claims to determine 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.	20 %
2	L	Oversees property recover claims by performing field investigations and responding as necessary to accidents and incidents, photographing, measuring, and analyzing damage and accident scenes, drawing conclusions of liability, reviewing, analyzing and investigating claims to determine liability, interviewing claimants, witnesses and employees, attending small	20 %



		claims court, arbitration hearings and other meetings, monitoring and maintaining records, preparing reports, and creating written correspondence.	
3	S	Administering the District’s contract insurance program by ensuring documents received for compliance on renewed and newly awarded contracts are verified. Monitor the review of 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. Resolve all vendor issues related to verification of insurance certificates and providing feedback to both Procurement and Department originating contract.	20 %
4	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 %
5	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	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two (2) year associate's degree, diploma or equivalent from an accredited college, technical, business, vocational, or correspondence school in Business Administration, Public Administration, Human Resources Management, Risk Management, Psychology, Sociology or a related field. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.



	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.
Experience	A minimum of three (3) years 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	Decisions regarding implementation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.
Freedom to Act	The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.
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	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	



KNOWLEDGE
<ul style="list-style-type: none"> • Intermediate statistical analysis. • Methods and techniques of tracking, recording, and presenting statistical data. • Practical application of computers and peripheral equipment. • English grammar, punctuation, spelling, and usage. • General methods of tactful public communication. • Vehicle code, and Rail operations as mandated • Government tort claims act, and Labor code. • Workers' Compensation case law, ADA and disability management. • Medical and Legal Terminology

SKILLS
<ul style="list-style-type: none"> • Advanced word processing, spreadsheet, presentation and database software • Specialized software related to functional area • Photography, measure and obtain witness statements for accident investigation. • Video dubbing and still frame editing. • Create queries and reports from Access database as requested

ABILITIES
<ul style="list-style-type: none"> • 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. • Apply District and departmental operating policies and procedures including contract and bargaining agreements. • Track district contracts for continued insurance compliance • Represent the district in Small Claims actions. • Speak clearly and communicate messages to appropriate individuals. • Organize information clearly and precisely. • Perform intermediate mathematical calculations, including ratios and percentages. • Apply customer service skills, representing the District in a positive way while working with the public. • Read, analyze and interpret appropriate laws, rules and regulations • Extract statistics and written information from reports and transfer to other documents.



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary X	Light	Medium	Heavy	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.

PHYSICAL DEMANDS:

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

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	Making presentations, observing work site, 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; Inside attics/pipes/ditches
Bending	O	Filing in lower drawers; retrieving items from lower shelves/ground
Twisting	R	From computer to telephone; getting inside vehicle
Climbing	R	Stairs; ladders; step stools; onto equipment
Balancing	R	On equipment
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, hand tools, two-way radio, recorder, 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)	R

-Environmental Factors-	
Respiratory Hazards	N
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.