

**SACRAMENTO REGIONAL TRANSIT DISTRICT
JOB DESCRIPTION**

CLASSIFICATION TITLE: Claims Technician	PAY FAMILY:	ATU, Local 256
DATE REVISED: 09/97	GRADE:	Per CBA
SUPERVISES: None	OVERTIME STATUS:	Non-exempt

JOB SUMMARY

Under general supervision, employees in this position perform complex technical work for the claims unit of the Personnel and Risk Department.

ESSENTIAL FUNCTIONS

Duties may include but are not limited to the following: Maintain calendars for hearings and appointments, ensuring that staff is aware of required appearances. Maintain case records and tort legal files. Respond independently to verbal and written inquiries regarding claim status from claimants, insurance adjusters, and attorneys. Adjust and reconcile departmental small claims disbursement account. Prepare and process accounting statements, reports and check requests. Investigate account discrepancies by researching supporting documents. Prepare written materials and documents from rough draft, notes, verbal direction, or a dictaphone using a computer or typewriter. Establish and maintain automated and hard copy files and records to process claims and track basic statistical and/or accounting data. Calculate expenditures and prepare checks related to claims settlement. Process recovery checks and balance account funds. Obtain and organize data for various projects. Answer telephone and assist caller with information or referral.

OTHER JOB FUNCTIONS

Operate standard office machines and equipment, such as computer, printer, copier, 10-key, fax machine, etc. Proofread all work for accuracy, completeness, and compliance with District standards. Make copies of completed work. Distribute written materials, mail, and related documents. Perform related duties as assigned.

MINIMUM QUALIFICATIONS

High School Graduate or equivalent. Two year of professional clerical work experience involved with the processing of claims for workers' compensation, personal injury, or personal liability;

or

Two years of professional clerical work experience in a related business environment and the successful completion of one or more educational workshops regarding worker=s compensation, personal injury, or personal liability regulations, policies, procedures, and forms.

and

Knowledge of:

- Applicable laws and regulations relating to state tort system.
- Claims terminology, forms, documents, and procedures.
- Basic computer operations and various software applications.
- Standard methods of filing (alphabetic, numeric, chronological).
- Correct English usage, spelling, grammar, and punctuation.

and

Ability to:

- Interpret and explain applicable laws and regulations.
- Compose written materials independently.
- Update and maintain case progress records and appearance calendars.
- Read English at a level necessary to understand laws, regulations, technical documents, reports, and policies.
- Proofread details accurately.
- Communicate verbally and in writing with District personnel, law offices, and private business, in English and in a professional manner.
- Understand and follow complex oral and written instructions.
- Use good judgement in making difficult and complex decisions.
- Use discretion in the handling and disclosure of confidential claims related materials and information.
- Use a computer and other standard office equipment.
- Work independently and carry out assignments in the absence of specific instructions.

###

AGREEMENT DATE

FOR REGIONAL TRANSIT

FOR ATU LOCAL 256