



Title: Risk Technician

FLSA Status: NON-EXEMPT

BRIEF DESCRIPTION:

The purpose of this position is to perform administrative support for the Risk Management department. This is accomplished by providing administrative support for liability, property claims processing and workers' compensation claim intake, performing general clerical duties for the department, processing check requests, tracking and reporting information and completing other related clerical activities as assigned.

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	S	Creates and maintains liability and property files; adds reserves; updates Risk Program claimant/subrogation/attorney information; types correspondence; posts payments; prepares documentation requests from other departments; maintains property case files on payment schedule, directs and refers customers to proper departments; records incident reports; reviews work slips and forwards to appropriate staff, performs intake duties for claims assisting employees and customers with claim inquiries.	60%
2	L	Distributes departmental mail; inputs incident/accident data from reports; downloads photos; orders police, sheriff, fire and coroner reports; maintains daily logs; researches, logs and forwards claim forms to appropriate personnel.	20%
3	S	Maintains department Quick Check account; processes check requests; types and logs checks in register; obtains appropriate signatures; copies and files checks in adjusters' liability files; posts checks; reconciles and maintains check register and replenishes account; forwards check register to Finance.	10%
4	L	Maintains department calendar; runs loss/run and other periodic reports for agency-wide distribution; runs department queries; creates purchase orders and submits monthly payments for Medicare reporting and insurance billing.	10%



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	High School Diploma or GED equivalent.
Experience	A minimum of two (2) years administrative support experience in workers' compensation, personal injury or personal liability claims.
Supervision	Position 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	After receiving general instructions, the employee normally performs the duty assignments as to methods, procedures, and desired end results. There is some opportunity for discretion while making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.
Technical Skills	Basic - Work requires the use of standard technical skills 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 the college level. However, it may be obtained from experience and self-study.
Math	Intermediate – Ability to deal with a system of real numbers and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to the college level. 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 the college level. However, it may be obtained from experience and self-study.
Certification & Other Requirements	None.



KNOWLEDGE
<ul style="list-style-type: none"> • Applicable laws and regulations relating to personal injury, workers’ compensation and property damage • Basic medical and legal terminology • Common forms, documents and procedures applicable to personal injury and workers’ compensation claims processing. • Record keeping and filing methods and systems • Intermediate mathematical concepts necessary to make calculations related to position • Practical application of computers and peripheral equipment • English grammar, punctuation, spelling, and usage • Standard office machine usage • General methods of tactful public communication and customer service practices
SKILLS
<ul style="list-style-type: none"> • Intermediate word processing, spreadsheet, database and e-mail software. • Specialized software related to functional area.
ABILITIES
<ul style="list-style-type: none"> • Learn, understand and apply District and departmental operating policies, procedures, systems, and methods • Understand and follow verbal and written instructions • Organize information clearly and precisely • Handle all internal/external contacts with courtesy, diplomacy, and tact. • Establish and maintain effective working relationships with employees and external contacts • Effectively deal with difficult people and situations • Prioritize and deal with conflicting workload requirements • Communicate clearly and concisely in English both orally and in writing • Apply customer service skills, representing the District in a positive way while working with the public • Research, analyze, compile and verify data and prepare reports • Accurately prepare correspondence • Accurately proofread details, noting and detecting errors • Explain applicable tort and workers’ compensation laws and regulations • Appropriately handle confidential or sensitive information and maintain confidentiality



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 2/3 or more of the time.	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.
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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	F	Communicating with co-workers
Sitting	F	Desk work; Meetings; Driving
Walking	F	To other departments/offices
Lifting	O	Supplies; Equipment; Files
Carrying	O	Supplies; Equipment; Files
Pushing/Pulling	O	File drawers; Tables and chairs
Reaching	F	For supplies; 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	O	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	F	From computer to telephone; Getting inside vehicle
Climbing	O	Stairs
Balancing	N	
Vision	C	Reading; Computer screen; Driving
Hearing	C	Communicating via telephone/radio, to co-workers/public
Talking	C	Communicating via telephone/radio, to co-workers/public
Foot Controls	O	Driving
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, calculator, copier, vehicle, printer, scanner, PC, software related to duties



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	R
Chemical Hazards	N
Electrical Hazards	R
Fire Hazards	N
Explosives	N
Communicable Diseases	O
Physical Danger or Abuse	N
Other (specified, if applicable)	

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

PROTECTIVE EQUIPMENT REQUIRED: None

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

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other	
Recreation/Neighborhood Center			

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.

CLASS HISTORY:

Adopted: 08/98 (Claims Technician)
 Revised: 04/14
 Title Change: 04/17 (Risk Technician – formerly Claims Technician)
 Maintenance Update:
 Abolished:
 Job Key: 41000033