

Position Code: 0270	FLSA Status: Non-Exempt
Pay Code: 3	EEO Category: 3

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to administer and manage a City-wide insurance claims program, and supervise staff. The class is responsible for planning, processing claims, verifying coverage, staff supervision, and reporting. The class works within broad policy and organizational guidelines; independently plans and implements projects; reports progress of major activities through periodic conferences and meetings.

TYPICAL TASKS

- Obtains timely accident reports from departments for workers' compensation reports, automobile liability claims, and general liability claims.
- Works with the City's third party administrator (TPA) to process workers' compensation claims having up to a moderate level of complexity. Determines compensability, coordinates accounting issues, authorizes medical treatment and medications, coordinates and directs outside specialists, reviews and analyzes payment of indemnity obligations and authorizes and processes the payment of invoices.
- Creates new claim files for all lines of insurance having up to a moderate level of complexity. Sets reserves, verifies the appropriateness of invoice and bills, notifies the excess insurance carrier and reports to the appropriate state oversight agencies.
- Processes automobile liability claims and general liability claims having up to a moderate level of complexity. Analyzes claim allegations, determines liability, coordinates and directs outside specialists such as field adjusters, and tabulates and processes payment of invoices.
- Reviews insurance claims and accepts or denies claims in accordance with state and federal codes, regulations, and laws.
- Works with the City and TPA to review the appropriateness of settlements; authorizes payment of settlement checks for liability claims.
- Works with TPA to approve employee doctor visits, physical therapy, surgeries, medical equipment, and prescriptions; verifies benefits and determines reserve coverage.
- Compiles information/data for periodic and special reports, including reports for the Worker's Compensation Commission and City management.
- Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Subrogates claims for collection in accounts receivable.
- Advises employees of rights regarding work-related injuries; assigns liability claims to outside adjusting companies for investigation.
- Stays abreast of current state and federal codes, regulations, and laws governing area of responsibility.
- Attends or conducts staff, team, and other professional meetings to exchange information.
- Performs other related duties as assigned.

GENERAL STANDARDS

Data Involvement	Coordinates or determines time, place or sequence of operations or activities based on analysis of data or information and may implement and report on operations and activities.
Interpersonal/People Involvement	Supervises or leads others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.
Reasoning Requirements	Performs coordinating work involving guidelines and rules but solves problems constantly.

Mathematical Requirements	Performs addition and subtraction, multiplication and division, and/or calculates ratios, rates and percents.
Language Requirements	Reads scientific and technical journals, abstracts, financial reports, or legal documents; speaks before groups within the organization; writes complex reports; develops presentations for employees.
Mental Requirements	Performs professional level work requiring the application of legal, medical, or managerial methods in the solution of technical, administrative, medical, or legal problems; applies extensive understanding of operating policies and procedures to solve complex problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressures.
Decisions/Supervisory Control	Makes decisions as a significant part of the job, affecting a large segment of the organization and the general public; assists in developing policies and practices.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires high school diploma or GED and any combination of education and experience equivalent to satisfactory completion of one year of college education in insurance, law, medicine, or a closely related field.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of two years of related, full-time equivalent experience.
Special Certifications and Licenses	None

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.