

CLARK COUNTY SCHOOL DISTRICT

CLASS TITLE: CLAIMS MANAGEMENT SPECIALIST

Class Code: 2100

Grade: 57

CLASS DEFINITION AND SUMMARY:

Under general direction develops, manages, and coordinates self-insured claims from inception to closure. Coordinates, monitors, and advises in the area of worker's compensation, property, or liability program. Reviews the work of contract providers such as third party administrators, managed care organizations, and independent adjusters for self-insured retention programs.

ESSENTIAL TASKS OF THE POSITION: (Illustrative, not inclusive)

- Oversees and directs post loss assessments and determination of scope and resources required in the conduct of claim investigations.
- Serves as district liaison and coordinates support to school district site administrators, claims adjusters/examiners, and other allied parties or counsel to facilitate claimant management, cost containment, claim closure or settlement.
- Develops and makes presentation of information to district employees; disseminates information following accidents or injuries.
- Audits representative claim file activities or third party claim handlers, reviews billings, and makes appropriate billing adjustments based on audit results.
- Prepares post injury/loss analysis and coordinates input for further technical follow-up and remedial action by appropriate district administrators.
- Researches pertinent statutes, case law, and professional publications in developing information for district administrators in support of case management or legislative input.
- Attends and participates in appeals or administrative/legislative hearings, as needed.
- Settles or directs closure of claims in accordance with district regulations.
- Coordinates Temporary Modified Duty (TMD) placement and monitors TMD cases in accordance with CCSD Regulation 4126 for occupationally injured employees.
- Coordinates job search within the district for occupationally injured workers who are qualified for vocational rehabilitation services.
- Arranges for the provision of vocational rehabilitation vendor services including plan development and implementation, as needed, for occupationally injured employees.
- Handles subrogation, subsequent injury fund, and excess insurance claims.
- Develops and maintains data base management systems in support of underwriting, actuarial, financial, or district level management decision-making needs.
- Prepares reports as requested.
- Conforms to safety standards as prescribed.
- Performs other tasks related to the position as assigned.

DISTINGUISHING CHARACTERISTICS:

Involves overseeing and directing post loss assessments. Determines scope and resources required to conduct claim investigations and return to work placement for occupationally injured employees.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of case law precedents, statutory/medical documentation research and analysis techniques.
- Knowledge of business administration practices and data base management systems.
- Knowledge of insurance industry claims management standards and actions.
- Knowledge of vocational rehabilitation techniques, personnel practices, regulations, and principles.
- Knowledge of claims investigation, processing, and settlement procedures.
- Ability to conduct problem analysis and make recommendations.
- Ability to understand and explain laws, regulations, procedures, and financial reporting.
- Ability to write clear, accurate and concise reports and documentation.
- Ability to coordinate multiple projects and meet predetermined deadlines.
- Ability to make presentations to individuals or large groups.
- Ability to handle potentially adversarial conversations with claimants and customers.
- Ability to perform complex mathematical computations and statistical analyses.
- Ability to use a computer and software applications related to assignment.
- Ability to process confidential information and be responsive to the needs of others.

KNOWLEDGE, SKILLS AND ABILITIES: (continued)

Ability to supervise, train, and evaluate employees.

Ability to work flexible hours or shifts.

Ability to develop and maintain an effective working relationship with district staff, other agencies and the public.

Ability to recognize and report hazards and apply safe work methods.

QUALIFICATIONS:

TRAINING AND EXPERIENCE:

Bachelor's degree; or,

High school graduation or other equivalent (i.e., GED, college, technical or trade school transcript, foreign equivalency, etc.); plus,

Five (5) years of claim management experience.

LICENSES AND CERTIFICATES:

None.

PREFERRED QUALIFICATIONS:

Advanced degrees or certification in claim adjusting, risk management, or insurance.

Completion of courses in claims, law, or finance.

Paralegal work experience.

Possession of a valid Nevada Worker's Compensation License or the ability to obtain such license.

DOCUMENT (S) REQUIRED AT TIME OF APPLICATION:

1. College transcript, if applicable.
2. High school graduation or other equivalent (i.e., GED, college, technical or trade school transcript, foreign equivalency, etc.), if applicable.
3. Specific documented evidence of training and experience to satisfy qualifications, if applicable.

EXAMPLES OF ASSIGNED WORK AREAS:

Clark County School District Business & Finance Division and other district sites/facilities.

Strength: Sedentary/Light - Exert force to 10 lbs. occasionally, or a negligible amount of force frequently to lift, carry, push, pull or move objects.

Physical Demands: Frequent reaching, handling, fingering, talking and hearing. Mobility to work in a typical office setting and use standard office equipment, stamina to remain seated and maintain concentration for an extended period of time. Hearing and speech to communicate in person or over the telephone. Vision: Frequent near acuity and occasional far acuity. Vision to read printed materials, VDT screens and other monitoring devices.

Environmental Conditions: Climate controlled office setting and exposure to moderate noise intensity levels.

EXAMPLES OF EQUIPMENT/SUPPLIES USED TO PERFORM TASKS:

Various computers, printers, typewriters, copy machines, calculators, fax machines, telephones, etc.

Individuals with a disability who require reasonable accommodation(s) during any step of the screening process or who have questions about qualifications, should notify a representative in Support Staff Personnel. Notification may be made in person, in writing, or by calling: (702) 799-5334 (V) or (702) 799-0217 (TDD).

09/12/89

Revised: (03/05/91; 08/04/99; 07/15/05)