



CLASS SPECIFICATION

Class Code: 17452
Date Est: 04/2013
Last Rev: 05/2018
Last Title Chg:
FLSA: Exempt
Probation: 12 months

CLAIMS ANALYST

DEFINITION

Under general direction, provides administrative support for risk management, safety, worker's compensation and insurance programs; develops analyses of County programs and prepares recommendations to reduce the potential liability of the County and insurance costs; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A Bachelor's degree from an accredited college or university in risk management, public administration, business administration or a closely related field, plus two years experience in or related to Risk Management in the private or public sector which included property and liability claims administration; OR an equivalent combination of training and experience.

Completion of the A.R.M., C.P.C.U. program or other related risk management or claims certification program will substitute for one year of experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment.

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Conduct internal and external investigations and review accident/incident reports and make detailed inquiries into the circumstances and monitoring claim files, in order to develop reserve, defense and/or settlement findings for the Risk Manager.

Create and maintain a countywide data base for loss statistics and risk management information, including property data regarding buildings, contents and current values, for the purpose of developing insurance bid documents.

Handle inquiries on the telephone and in person; answer questions and provide information regarding procedures and functions of assigned area(s); resolve complaints and/or refer callers to appropriate source(s) as necessary.

Collaborate with departments and/or interdepartmental committees, using collected data and analysis to develop plans and programs to reduce the frequency and/or severity of losses

Update records, compile and retrieve data, update accounting records, administer claims payments, produce spreadsheets and reports for staff by using software options, and applications to generate customized data and information.

Initiate and maintain a variety of resource materials, files and records (computerized and manual), including confidential files and records; maintain control files on matters in progress; maintain and update resource materials.

Assist in the preparation and marketing of the County's insurance programs and develop information needed to market the programs.

Respond to risk management and insurance questions from departments.

Assist in the development of training programs designed to reduce or prevent risk/loss to employees, the public or premises and facilities and present to County departments.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Public sector risk management principles and practices.

Departmental/divisional policies and procedures.

Federal, state, and county laws, regulations, and ordinances applicable to risk management.

Computer database systems and software used by Washoe County Risk Management.

Relationship of the County's Risk Management Division with other County departments.

Management information systems and software programs used in the assigned area.

Terms and acronyms commonly used in the assigned function(s).

Ability to:

Access and operate departmental computer equipment and software.

Interpret and apply pertinent laws, regulations and standards, including administrative and departmental policies and procedures.

Coordinate services and activities with other programs, departments, agencies and organizations.

Develop and enhance computer data systems.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance or other evaluation methods.)*

Knowledge of:

Generally accepted risk management practices and procedures.

Property and liability insurance requirements.

Principles of basic fiscal, statistical, and administrative data collection.

Statutory requirements related to public sector tort claims and liability coverage.

The insurance industry and available markets.

Techniques of record keeping and reporting.

Office equipment including computers and common computer programs.

Ability to:

Perform effective claims investigations, administration, documentation, and present findings to the Risk Manager.

Maintain confidentiality of data and information.

Analyze data and develop clear, concise recommendations.

Compile and tabulate data and information to complete and maintain accurate records.

Interpret and apply regulations, policies, and procedures.

Communicate clearly and concisely both orally and in writing.

Maintain effective working relationships with the public, county employees, and representatives of other departments.

SPECIAL REQUIREMENTS

Essential duties require the following physical skills and work environment.

Ability to work in a standard office environment. Ability to occasionally work outdoors in various types of weather. Ability to use standard office equipment including computers, telephones, calculators, copiers, and fax machines.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.