



RIALTO UNIFIED SCHOOL DISTRICT CLASSIFIED

BENEFITS/INSURANCE CLAIMS TECHNICIAN

DEFINITION:

Under the direction of an assigned Administrator or Supervisor, perform responsible and technical functions pertaining to the Risk Management Department, including property/liability, student insurance programs, safety/loss control programs, and other benefit insurance programs; and perform other job-related duties as assigned and/or required.

ESSENTIAL DUTIES:

- Perform a variety of functions pertaining to property/liability, insurance, and benefit programs, including program orientation, enrollment, claims processing, claims investigation, and other related matters.
- Receive, process, and maintain a variety of records and files regarding insurance claims, benefit enrollment applications, and the completion of other risk management materials.
- Analyze, audit and verify the accuracy of various insurance claims.
- Provide information and assist employees and the general public concerning Risk Management programs, which may include processing property/liability claims, employee fringe benefit claims, and student accident insurance claims.
- Prepare and distribute correspondence pertaining to various claims resolution, employee benefits related issues, and concerns.
- Perform accounting functions, and compile statistical data and reports required in the administration of the various Risk Management insurance programs, which may include reviewing and computing the worker's compensation benefit levels and claims reimbursements.
- Gather and compile data and information to obtain liability/property insurance, fidelity bonds, certificates of insurance, and special trip binders.
- Review claims and assist in the investigation of the facts surrounding the claims and prepare follow-up reports for supervisor's reviews.
- Assist in the development of benefit, safety and risk management policies, regulations, and guidelines.
- Serve as liaison to the insurance carriers regarding claims processing, issues and concerns.
- Organize and conduct in-service training programs.
- Develop and conduct orientation of employee benefits and insurance programs.
- Review and prepare management summary reports, as necessary, concerning insurance claims and related matters.
- Perform other job-related duties as assigned and/or as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Practices and procedures pertaining to employee benefits, workers' compensation, property/liability, and safety/loss control.

- Legal mandates, policies, regulations, and guidelines regarding Risk Management programs.
- Educational organization operating practices and procedures.
- English usage, spelling, grammar, and punctuation.
- Computer skills, operation of standard business machines and office equipment.

ABILITY TO:

- Effectively and efficiently serve as an informational resource to District personnel and the general public.
- Perform responsible tasks pertaining to a comprehensive Risk Management Department.
- Effectively resolve complaints, issues, and concerns related to District insurance programs.
- Prepare fiscal reports and summaries.
- Perform mathematical calculations with speed and accuracy.
- Perform data research and prepare clear and concise management reports.
- Communicate effectively in oral and written form.
- Effectively operate a computer and use appropriate software applications
- Understand and follow oral and written directions.
- Establish and maintain effective organizational and community relationships.

EDUCATION AND EXPERIENCE:

EDUCATION:

Verification of a High School diploma, a GED certificate, or a higher degree.

EXPERIENCE:

Three years of responsible technical office experience. Recent job-related experience within the last five years is required.

LICENSES, CERTIFICATIONS, AND OTHER REQUIREMENTS:

- Verification of a valid California Motor Vehicle Operator's license.
- Insurability by the District's liability insurance carrier may be required.

PREFERRED QUALIFICATIONS:

Additional coursework, training, and/or workshops related to employee benefits and insurance claims is preferred, but not required. Experience processing health benefits and insurance claims is desirable.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor, office work environment. Fast-paced work environment.

PHYSICAL DEMANDS:

The physical requirements indicated below are examples of the physical aspects that this position classification must perform in carrying out essential job functions.

- Will frequently exert 10 to 20 pounds of force to lift, carry, push, pull, or otherwise move objects.
- Will sit most of the time but may walk or stand for brief periods of time; will occasionally be required to bend, stoop, crouch, kneel, reach above shoulder level, and/or to ascend and descend a step stool or step ladder.
- Must possess the ability to hear and perceive the nature of sound.
- Must possess visual acuity and depth perception.
- Must be capable of providing oral information, both in person and over the telephone.
- Must possess the manual dexterity to operate business-related equipment and to handle and work with various objects and materials.

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

POTENTIAL HAZARDS:

N/A

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