

BENEFITS/INSURANCE CLAIMS TECHNICIAN

DEFINITION

Under the supervision of the Senior Director, performs responsible and technical functions pertaining to the Risk Management Department including Workers' Compensation, property/liability, student insurance programs, safety/loss control programs, employee benefits, COBRA and retiree benefits programs and performs other related duties as assigned and/or required.

ESSENTIAL DUTIES

- performs a variety of functions pertaining to the worker's compensation insurance, property/liability, and employee fringe benefit programs, including program orientation, enrollment, claims processing, claims investigation, and other related matters
- receives, processes and maintains a variety of records and files regarding insurance claims, benefit enrollment applications and the completion of other risk management materials
- analyzes, audits and verifies the accuracy of various insurance claims
- provides information and assists employees and the general public concerning Risk Management programs, including processing property/liability claims, employee fringe benefit claims, and student accident insurance claims
- prepares and distributes correspondence pertaining to various claims resolution, employee benefits related issues, and concerns
- performs accounting functions, and compiles statistical data and reports required in the administration of the various Risk Management insurance programs, including reviewing and computing the worker's compensation benefit levels, and claims reimbursements
- gathers and compiles data and information to obtain liability/property insurance, fidelity bonds, certificates of insurance and special trip binders
- reviews claims and assists in the investigation of the facts surrounding the claims, and prepares follow-up reports for supervisor's reviews and assists in the investigation of the facts surrounding the claims, and prepares follow-up reports for supervisor's review and action
- assists in the development of benefit, safety and risk management policies, regulations, and guidelines
- serves as liaison to the insurance carriers regarding claims processing, issues, and concerns
- maintains and updates the ownership certification of District vehicles, and notifies the insurance carrier of vehicle additions and deletions
- assists in the planning, organization, and conduct of personnel orientation and in-service training programs
- reviews and prepares management summary reports, as necessary, concerning insurance claims and related matters
- performs other duties as assigned and/or required

QUALIFICATIONS

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, standard business machines, and 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; understand legal mandates, policies, regulations, and guidelines pertaining to Risk Management related matters; perform data research and prepare clear and concise management reports; communicate effectively in oral and written form; effectively operate a micro-computer and use appropriate software applications; understand and follow oral and written directions; establish and maintain effective organizational and community relationships.

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.

EXPERIENCE AND EDUCATION

Experience: Three years of responsible technical office experience. Experience processing health benefits and insurance claims is desirable.

Education: Verification of a High School diploma, a GED certificate, or a higher degree; additional course work, training, and/or workshops related to employee benefits and insurance claims is desirable.

License Requirement: Possession of a valid California Motor Vehicle Operator's License.

Condition of Employment: Insurability by the District's liability insurance carrier may be required.

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