ASHEVILLE, NORTH CAROLINA

Classification Specification

Coordinator, Claims
Job Code: 1620
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to process and maintain documentation and records regarding liability and recovery claims, worker's compensation claims, and Occupational Safety and Health Administration (OSHA) injury reporting, and to perform other administrative tasks as assigned.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Receives and reviews reports of property, casualty, workers' compensation, or other liability claims: establishes case files; assists with investigations and interviews; coordinates with insurance adjusters regarding settlement; and compiles and maintains related records and documentation.

Processes, maintains and updates claims information: enters, logs, updates, and modifies claims information and records; verifies, processes, scans, and submits documents to third party administrators or others as needed; compiles data for further processing or for use in preparation of department reports; and files, maintains, and stores hardcopy records.

Ensures compliance with OSHA reporting requirements: gathers data regarding employee injuries; tracks and

compiles data regarding lost time, light duty, etc.; prepares and submits required reports per established timelines and standards; and maintains related data and statistics for use in City and department reports.

Performs other administrative duties in support of department operations and activities: provides information and assistance regarding claim status, processes, forms, or other issues; responds to routine questions, complaints, or requests for service; initiates problem resolution; maintains inventory of department supplies; and processes billing invoice for department equipment as assigned.

Communicates with supervisor, other City employees, insurance adjusters, third party administrators, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, injury reports, medical records, accident reports, damage estimates, purchase orders, invoices, deposits, legal documents, OSHA logs, statistics, charts, graphs, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

High school diploma or GED required, with vocational or technical training in risk management, workplace safety, or a related field; supplemented by one year of experience in claims processing; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: None.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.