

# Claims Manager

## Position Details

Class Code: 2098

Job Family: Business/Finance

Classification: Support Professional

Terms of Employment: [Pay Grade 60 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

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## Position Summary

Under direction of the unit claims coordinator, supervises Claims Examiners, as directed.

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## Essential Duties and Responsibilities

The list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Plans, reviews, and supervises claims staff and claims investigation/settlement activities.
2. Assigns and directs post-loss activities; determines claim investigations' scope and required resources.
3. Serves as Clark County School District liaison; coordinates support of District site administrators, claims adjusters/examiners, counsel, and other allied parties to facilitate claimant management, cost containment, and claim closure/settlement.
4. Develops and presents information to District employees; distributes information following accidents/injuries.
5. Audits representative claim file activities or third-party claim handlers; reviews billings and makes appropriate billing adjustments based on audit results.
6. Prepares post-injury/-loss analyses; coordinates input for further technical follow-up and remedial action by appropriate District administrators.
7. Researches pertinent statutes, case law, and professional publications for District administrators supporting case management or legislative input.

8. Supervises all aspects of claims management; advises in self-insured and high-retention claims programs.
  9. Manage high-to-very high severity claims arising from lines of insurance (in area(s) of specialty) from inception to closure, including those requiring special handling.
  10. Reviews and monitors the work of third-party administrators, managed care organizations, independent adjusters, etc.
  11. Trains staff in claim procedures; provides technical assistance in difficult situations, as directed.
  12. Settles or directs claims closures according to District regulations.
  13. Oversees subrogation, subsequent injury fund, and excess insurance claims collection.
  14. Directs and oversees claims investigations; assists in post-loss assessments to bring claims to conclusion.
  15. Develops and maintains database management systems supporting underwriting, actuarial, financial, or District-level management decision-making.
  16. Tracks claims statuses and reviews works-in-progress; ensures claims are handled according to procedures and industry standards.
  17. Activates appropriate response level for accident investigations.
  18. Provides input into department goals, objectives, and budgeting.
  19. Provides input into the evaluation of assigned staff.
  20. Prepares reports, as requested.
  21. Conforms to safety standards, as prescribed.
  22. Performs other tasks related to the position, as assigned.
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## **Distinguishing Characteristics**

Advanced knowledge of technical aspects of field(s) of specialty (i.e., Workers Compensation, Property, Liability, etc.) Supervises all aspects of claim management and advises in workers' compensation, property, or liability programs.

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## **Knowledge, Skills, and Abilities (Position Expectations)**

1. Knowledge of case law precedents, statutory/medical documentation research, and analysis techniques.
2. Knowledge of business administration practices and database management systems.

3. Knowledge of insurance claim management standards and actions.
  4. Knowledge of vocational rehabilitation techniques, personnel practices, regulations, and principles.
  5. Knowledge of claims investigation, processing, and settlement procedures.
  6. Ability to conduct problem analyses and make recommendations.
  7. Ability to understand/explain laws, regulations, procedures, and financial reports.
  8. Ability to write clear, concise, accurate reports and documentation.
  9. Ability to coordinate multiple projects and meet predetermined deadlines.
  10. Ability to make presentations to individuals or groups.
  11. Ability to handle potentially adversarial conversations with claimants and customers.
  12. Ability to perform complex mathematical calculations and statistical analyses.
  13. Ability to use a computer and work-related software applications.
  14. Ability to process confidential information and respond to others' needs.
  15. Ability to supervise, train, and evaluate employees.
  16. Ability to exercise independent judgment within established procedural guidelines.
  17. Ability to work flexible hours/shifts.
  18. Ability to develop and maintain effective working relationships with District staff, other agencies, and the public.
  19. Ability to recognize/report hazards and apply safe work methods.
  20. Possess physical and mental stamina commensurate with the responsibilities of the position.
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## **Position Requirements**

### **Education, Training, and Experience**

1. High school graduation or other equivalent (i.e., General Education Development (GED), foreign equivalency, etc.)
2. Seven (7) years' claim management experience in specialty area; or, Appropriate professional insurance designation in Claims or Risk Management from American Institute of Chartered Property Casualty Underwriters/Insurance Institute of America (AICPCU/IIA) or comparable international designation (i.e., Associate in Claims (AIC), Associate in Risk Management (ARM), etc.), and five (5) years' experience as described above; or, Associate degree from an accredited college/university in Risk Management, Business Administration, Finance, or a related field, and five (5) years' experience as described above; or,

Bachelor's degree from an accredited college/university in Risk Management, Business Administration, Finance, or a related field, and three (3) years' experience as described above.

## **Licenses and Certifications**

1. A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada. License must be maintained for duration of assignment.
2. Copy of driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles (DMV) at time of application or Qualified Selection Pool (QSP) placement and at time of interview prior to final selection.

## **Preferred Qualifications**

1. Advanced degrees or certifications in claims adjusting, risk management, or insurance.
  2. Completion of courses in claims, law, or finance.
  3. Paralegal work experience.
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## **Document(s) Required at Time of Application**

1. High school transcript or other equivalent (i.e., GED, foreign equivalency, etc.)
  2. Transcript(s) from an accredited college/university, if applicable.
  3. Copy of a valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada.
  4. Current copy of driving history (dated within six (6) months from the date printed) issued by the DMV.
  5. Specific documented evidence of training and experience to satisfy qualifications.
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## **Examples of Assigned Work Areas**

CCSD Business & Finance Division, and other District sites.

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## **Work Environment**

### **Strength**

Sedentary/light - exert force up to 10 lbs., occasionally.

## **Physical Demand**

Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, crouching, reaching, handling, and repetitive fine motor activities. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. 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. Vision: Frequent near acuity, occasional far acuity, and color vision. Vision to read printed and online materials, a Video Display Terminal (VDT) screen, or other monitoring devices.

## **Environmental Conditions**

Climate-controlled office settings with temperatures ranging from mild to moderate cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

## **Hazards**

Frequent electrical shock hazards, furniture, playground/office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment.)

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## **Examples of Equipment/Supplies Used to Perform Tasks**

District-issued/personal vehicles, computers, printers, copiers, calculators, fax machines, telephones, etc.

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## **AA/EOE Statement**

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

## **Job Revision Information**

- Revised: 08/07/23
- Created: 09/22/06