

# Claims Management Specialist

## Position Details

Class Code: 2100

Job Family: Business/Finance

Classification: Support Professional

Terms of Employment: [Pay Grade 57 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

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## Position Summary

Under general direction, develops, manages, and coordinates self-insured claims from inception to closure. Coordinates, monitors, and advises in worker's compensation, property, or liability programs. Reviews the work of contract providers such as third party administrators, managed care organizations, and independent-adjusters for self-insured retention programs.

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## Essential Duties and Responsibilities

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

1. Oversees and directs post-loss assessments; determines claim investigations' scope and required resources.
2. 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, claim closure, or settlement.
3. Develops and presents information to District employees; distributes information following accidents/injuries.
4. Audits representative claim file activities or third-party claim handlers; reviews billings and makes appropriate billing adjustments based on audit results.
5. Prepares post-injury/-loss analyses; coordinates input for further technical follow-up and remedial action by appropriate District administrators.

6. Researches pertinent statutes, case law, and professional publications for District administrators supporting case management or legislative input.
  7. Attends and participates in appeals or administrative/legislative hearings, as needed.
  8. Settles or directs claims' closure according to District regulations.
  9. Coordinates Temporary Modified-Duty (TMD) placements; monitors TMD cases for occupationally-injured employees according to District Regulation 4126.
  10. Coordinates job search within the District for occupationally-injured workers who qualify for vocational rehabilitation services.
  11. Arranges for vocational rehabilitation services, including plan development/implementation for occupationally-injured employees, as needed.
  12. Handles subrogation, subsequent injury fund, and excess insurance claims.
  13. Develops/maintains database management systems supporting underwriting, actuarial, financial, or District-level management decision-making.
  14. Prepares reports, as requested.
  15. Conforms to safety standards, as prescribed.
  16. Performs other tasks related to the position, as assigned.
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## **Distinguishing Characteristics**

Directs and oversees post-loss assessments. Determines claims investigations' scope and required resources, and return-to-work placements for occupationally-injured employees.

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

1. Knowledge of case law precedents and 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 work flexible hours/shifts.
  17. Ability to develop and maintain effective working relationships with District staff, other agencies, and the public.
  18. Ability to recognize/report hazards and apply safe work methods.
  19. 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. Bachelor's degree from an accredited college/university; or, Five (5) years' claims management experience.

### **Licenses and Certifications**

A valid driver's license or state-issued identification card.

### **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.
  4. Possession of a valid Nevada Worker's Compensation License, or ability to obtain such license.
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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. Copy of a valid driver's license or state-issued identification card.

3. Transcript(s) from an accredited college/university, if applicable.
  4. Specific documented evidence of training and experience to satisfy qualifications.
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## **Examples of Assigned Work Areas**

CCSD Business and 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**

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

### **Hazards**

Furniture, 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**

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: 09/12/89