

Claims Technician

Position Details

Class Code: 2102

Job Family: Business/Finance

Classification: Support Professional

Terms of Employment: [Pay Grade 48 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

Position Summary

Under general direction, performs highly specialized clerical activities regarding claims intake and initiation. Monitors, directs, and reviews very low-to-low severity claims.

Essential Duties and Responsibilities

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

1. Provides technical support for Risk Management programs and activities.
2. Plans, organizes, and prioritizes work; works independently with minimal supervision.
3. Organizes and maintains complex records/files.
4. Suggests and initiates decisions to improve workflow or modify claims procedures.
5. Promotes public relations and deals tactfully/diplomatically with people.
6. Determines procedures for handling unique problems.
7. Interprets, explains, and applies written/verbal instructions, procedures, and regulations.
8. Addresses inquiries and completes forms.
9. Obtains information from employees, records, and observations.
10. Reviews file activity, documentation flow, and diary requirements to support coordination/litigation activities.

11. Selects file materials and case management findings for supervisor review.
 12. Produces periodic case management reports for managerial review.
 13. Supports litigation management activities; processes records and follows-up on discovery activities.
 14. Alerts appropriate personnel of potential claim activity notifications.
 15. Maintains/reports management information and loss development data.
 16. Activates appropriate response level for accident investigations.
 17. Conforms to safety standards, as prescribed.
 18. Performs other tasks related to the position, as assigned.
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Distinguishing Characteristics

Monitors and provides clerical support in the claims adjustment process.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of common insurance terminology and claims adjusting procedures.
2. Knowledge of liability case management and reserving techniques.
3. Basic understanding of legal liability litigation practices.
4. Working knowledge of medical terminology, Nevada civil procedure, and public entity statutory immunities.
5. Ability to operate standard office equipment including computers and related software applications.
6. Ability to effectively learn and apply established procedures.
7. Ability to read, understand, and explain regulations, procedures, and statutes, as applicable.
8. Ability to work independently and make decisions without close supervision.
9. Ability to solve mathematical problems, maintain spreadsheets, and develop statistical reports.
10. Ability to communicate effectively, verbally and in writing.
11. Ability to interpret complex written materials.
12. Ability to promote public relations and deal tactfully/diplomatically with people.
13. Ability to work under pressure, meet short deadlines, and shift suddenly to new tasks as priorities change.
14. Ability to keep information confidential and maintain an ethical attitude.
15. Ability to determine procedures for handling unique problems.
16. Ability to cooperate with management, staff, and the public.

17. Ability to judge when to act independently and when to refer situations to a supervisor.
 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. One (1) year of experience in insurance claims, risk management, or legal office.

Licenses and Certifications

1. A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada.
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. Completion of claims adjusting courses and database management computer training.
 2. Administrative experience relating to claims adjusting and/or litigation.
 3. Computer literate.
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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 that allows the applicant/employee to legally operate a motor vehicle in Nevada.
 3. Current copy of driving history (dated within six (6) months from the date printed) issued by the DMV.
 4. Specific documented evidence of training and experience to satisfy qualifications.
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Examples of Assigned Work Areas

Clark County School District Business & Finance Division, and other District sites.

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

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.)

Examples of Equipment/Supplies Used to Perform Tasks

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

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