

Claims Examiner

Position Details

Class Code: 2103

Job Family: Business/Finance

Classification: Support Professional

Terms of Employment: [Pay Grade 52 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

Position Summary

Under general direction, manages low-to-medium severity claims arising from one (1) or more lines of insurance using established procedures, practices, and policies.

Essential Duties and Responsibilities

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

1. Activates appropriate response level for accident investigations.
2. Determines scope and resources required in conducting claim investigations; reviews file activity, documentation flow, and diary requirements to support claim coordination/litigation activities.
3. Serves as a Clark County School District liaison; coordinates support of District site administrators, claims adjusters/examiners, counsel, and other parties to facilitate claim investigation, return-to-work options, and claim closure.
4. Supports litigation management activities; processes records and coordinates/follows-up on discovery, including Risk Management technical support.
5. Handles subrogation and excess insurance claims; assists Claims Managers in doing the same.
6. Develops, modifies, and presents information to District employees; distributes information following accidents/injuries, including return-to-work requirements for

- temporary modified-duty work releases, if assigned to worker's compensation claims.
7. Determines coverage by researching pertinent statutes, case law, and professional publications.
 8. Attends and participates in administrative/legal hearings, as needed.
 9. Settles or closes claims according to District regulations.
 10. Develops/maintains database management systems supporting underwriting, actuarial, financial, or District-level management decision-making; alerts appropriate personnel in response to potential claim activity.
 11. Promotes public relations and deals tactfully/diplomatically with people.
 12. Prepares reports as requested by the Director or Coordinators.
 13. Determines if coverage exists by analyzing facts and applicable rules, regulations, and laws.
 14. Negotiates claims to a timely conclusion.
 15. Conforms to safety standards, as prescribed.
 16. Performs other tasks related to the position, as assigned.
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Distinguishing Characteristics

Conducts post-loss assessments. Determines scope and resources required to conduct claim investigations and bring claims to a timely conclusion.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of technical aspects of specialty area(s) (i.e., workers compensation, liability, property, etc.)
2. Knowledge of case law precedents and statutory/medical documentation research and analysis techniques.
3. Knowledge of business administration practices and database management systems.
4. Knowledge of insurance claim management standards and actions.
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 perform complex mathematical calculations and statistical analyses.
 12. Ability to use a computer and work-related software applications.
 13. Ability to process confidential information and respond to others' needs.
 14. Ability to work flexible hours/shifts.
 15. Ability to develop and maintain effective working relationships with District staff, other agencies, and the public.
 16. Ability to recognize/report hazards and apply safe work methods.
 17. 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. Two (2) years' experience in insurance, claims, risk management, or legal office, and completion of Introduction to Claims from the American Institute of Chartered Property Casualty Underwriters/Insurance Institute of America (AICPCU/IIA) or comparable international designation; or,
Three (3) years' experience in insurance, claims, risk management, or legal office.

Licenses and Certifications

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

Preferred Qualifications

1. Completion of Associate in Claims program.
 2. Administrative experience relating to insurance claim adjusting and/or litigation.
 3. Computer literate.
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Document(s) Required at Time of Application

1. Copy of a valid driver's license or state-issued identification card.
 2. High school transcript or other equivalent (i.e., GED, foreign equivalency, etc.).
 3. Specific documented evidence of training and experience to satisfy qualifications.
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Examples of Assigned Work Areas

CCSD schools and department offices.

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

Computers, printers, telephones, calculators, copiers, fax machines, 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