

SALEM-KEIZER PUBLIC SCHOOLS JOB DESCRIPTION

09/2019	Property Claims Analyst	2.4.7
Effective Date	Job Title	Index

PRIMARY FUNCTIONS

Supports the District's self-insurance program through the timely and thorough processing of property, auto, and liability claims and related coordination with our third party adjuster and legal counsel.

Provides administrative support to the Safety & Risk Management office.

CLASS CHARACTERISTICS

Employee performs a range of duties that require specific experience and technical knowledge of assigned areas of responsibility. Employees at this level are required to be fully trained in all regulations, laws, policies and procedures related to their job duties

SUPERVISION RECEIVED AND EXERCISED

Receives direction from an assigned administrator. Methods of performing tasks are the responsibility of the employee and are to be performed within the established policies or as prescribed by rules and regulations to achieve the expected outcomes. Work is reviewed periodically to assure compliance to standards.

ESSENTIAL FUNCTIONS OF THE JOB – May include, but are not limited to, the following: NOTE: Actual job duties may vary based on department and/or function.

Claims Processing:

Contact staff for relevant information concerning claims and complete loss investigations as needed. Provide pro-active communication and expectations to staff members impacted by a loss.

Maintain accurate and comprehensive claim documentation. Issue timely claim payments.

Accurate identification of claim triggers that warrant timely referrals to a third party adjuster or legal counsel for ongoing claims management.

Processing, analyzing, and recommending claim settlements in assigned area(s) of responsibility at established dollar limits. Resolve claims in an expeditious manner.

Compiling, analyzing, evaluating, and collecting loss information and statistics for various assigned District programs and reports.

Salem-Keizer Public Schools
Property Claims Analyst

Developing and providing training to District staff. Assisting District staff in designing and implementing loss control measures.

Providing appropriate information to a variety of organizations and individuals.

Serving as a resource and liaison by coordinating information between external agencies, internal customers and plaintiffs.

Performing related duties consistent with job description and assignment.

Safety & Risk Management Services Office Support:

Participate in District emergency response and fulfil duties as assigned in the Emergency Operations Center (EOC).

Answer phones and provide excellent customer service for Safety & Risk Management Services (SRMS).

Review field trip requests for adherence to District protocols, involve the Risk Manager when exceptions are identified, and maintain a complete record of trips.

Complete monthly payroll entries for Safety & Risk Management Services (SRMS).

Process certificate of insurance requests.

Performing related duties consistent with job description and assignment.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of insurance and claims administration.

Work organization and research techniques sufficient to collect, analyze and interpret data.

Basic office practices, including organization, data entry, record keeping, computer equipment, and computer software applications including claims processing techniques.

Principles and procedures of record keeping and reporting.

Problem solving and analysis of data.

Legal and medical terminology related to claims.

Ability to:

Complete timely and thorough claim investigations.

Maintain accurate and complete records.

Compile and analyze data.

Prepare complex technical reports and correspondence.

Work independently with little supervision.

Work effectively in a team environment.

Maintain highest level of confidentiality in all matters.

Type at a speed necessary for successful job performance.

Exercise diplomacy and tact when dealing with others.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative-working relationships with staff and the public.

Provide excellent customer service.

Prioritize and multi-task effectively in an environment with frequent interruptions and competing demands.

Independently plan and effectively fulfill responsibilities of assigned area of work.

EXPERIENCE AND TRAINING

Any combination of experience and training that would provide the required knowledge and abilities is appropriate. A representative way to obtain the required knowledge and abilities would be:

Experience:

- Two years of claims experience (experience with property, auto or liability claims preferred).

Education / Training:

- Associate in Claims (AIC) designation and/or willingness to work toward earning this credential.

Salem-Keizer Public Schools
Property Claims Analyst

Work Environment:

Climate controlled office setting with possible exposure to low to high noise intensity levels. High level of contact with district personnel, and moderate contact with outside agencies/community.

Physical Requirements:

Frequent reaching, handling, fingering, talking and hearing. Mobility to work in a typical office setting and use standard office equipment, stamina to remain seated and maintain concentration for an extended period. Hearing and speech to communicate in person or over the telephone. Vision to read printed materials, computer screens and/or other monitoring devices.

Strength: Sedentary/Medium – Exert force to 15 pounds occasionally or a negligible amount of force frequently to lift, carry, push, pull or move objects.

Salem-Keizer School District is an equal opportunity employer.

Position: Property Claims Analyst

I am willing and able to perform the duties of this job:

Signature: _____

Date: _____

Print Name: _____