

RISK MANAGEMENT SUPPORT SPECIALIST

Job Code	Pay Grade
15820	CL12

Nature of Work

This is technical and administrative work to support and assist with claims processing for all lines of insurance coverage. An incumbent in this class assists in the planning, coordination, monitoring, and participates in analysis and investigation within the standardized practices for claims administration. Responsibilities include technical and administrative support to department supervisors and claims adjusters for continuous claims processing, subrogation recovery, payment requests, data management, and customer service. Work includes the performance of routine and non-routine tasks following standardized practices for claims administration. Senior staff members review completed work for conformity to policy and legal requirements.

Minimum Qualification Requirements

- 3 years clerical experience in claims administration, or related work in a loss control program; or
- Associate's degree in finance, business, accounting, public administration or related field plus 1 year of claims or insurance policies or procedures related experience, or
- An equivalent combination of education, training and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Provides assistance in planning, organizing, and collection of data and information for multi-line claims.
- Provides assistance to county departments and inter-departmental staff to ensure compliance with statutory regulations and county policies/procedures.
- Assists supervisors and claims adjusters in the analysis and investigation and assembles risk management case files and documents requiring knowledge of statutory regulations and assists in coordination of defense preparation with senior staff members.
- Performs data processing related duties including using available statistical packages or multi-function software, encoding data, and routine computer terminal operations.
- Frequent contact with citizens, employees, appraisers, insurance company representatives relating to status of condition and progress; requests and reviews supporting documentation (often highly confidential in nature) to effectively assist in recovery or resolution.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of statutes, standardized practices, regulations, county policies applicable to multi-line claims administration.
- Knowledge of administrative claims processing techniques, principles, procedures and/or practices, and government self-insurance programs.
- Knowledge of standard office software applications such as word processing, spreadsheets, email, Internet access and data processes.
- Knowledge of business English, spelling, arithmetic and bookkeeping standards.
- Ability to operate a personal computer and apply basic software applications.
- Ability to deal with the public and employees with tact and diplomacy in resolving stressful or conflicting situations.
- Ability to communicate clearly and concisely orally and in writing.
- Ability to maintain and retrieve statistical and factual reports, and provide appropriate assistance.

For official use only

Revised	EEOC Code	Overtime Code
11/15	Para-Professionals	Classified