

CLAIMS PROCESSING SUPERVISOR

DEFINITION

Supervises and participates in the claims processing activities of the Liability and Unemployment Insurance Section of the Insurance Services Branch.

TYPICAL DUTIES

Supervises claims processing activities of the Liability and Unemployment Insurance Section by developing and administering policies and procedures; evaluating claims for payment of liability and unemployment insurance benefits; and performing a combination of the following duties:
Supervises claims processing, including obtaining, checking, recording, and evaluating information related to claims for unemployment benefits, pupil accident reports, and accidents to third parties.
Evaluates information and reports relative to claims payments.
Answers questions about unemployment benefits and property liability insurance.
Reviews proposed legislation for its effect on the District and makes recommendations for appropriate administrative response.
Compiles and analyzes claims data and makes recommendations for policy, procedural, legal, and rule changes.
Protests unemployment insurance claims as necessary by preparing written arguments and briefs in support of District positions.
Attends meetings and hearings and represents the District before State personnel administrative law judges and in small claims court.
Maintains a library of reference material.
Gathers information on accident causes and reports on hazardous or dangerous conditions on District property.
Assists in maintaining on-going oversight of the third-party claims administration company contracted by the District to investigate and adjust government liability claims.
Reviews settlement authority requests for liability claims and makes recommendations for approval.
Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Claims Processing Supervisor supervises and participates in the claims processing activities of the Liability and Unemployment Insurance Section.

A Contracts Supervisor supervises and participates in the administration of a section of the Insurance Services Branch.

A Claims Representative arranges for the collection of money in payment for damage or loss caused to District property or vehicles.

SUPERVISION

General supervision is received from a Contracts Supervisor. General supervision is exercised over clerical personnel.

CLASS QUALIFICATIONS

Knowledge of:

Sections of the Education Code and Government Code pertaining to liability and self-insurance
Laws and regulations related to the Unemployment Insurance Code
Rules and regulations of the Unemployment Insurance Appeals Board

Ability to:

Analyze, interpret, and apply laws, rules, and regulations pertaining to unemployment insurance and health and safety of students
Analyze individual claims and use judgment and tact in recommending or exercising appropriate action
Write clear, comprehensive, and accurate reports
Interpret statistics and make accurate arithmetical computations
Work effectively with District personnel and the public
Supervise effectively

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university, preferably supplemented by courses in public, business, or school administration, finance, or law. Qualifying experience beyond that required may be substituted for the required education on a year-for-year basis, provided that graduation from high school or evidence of equivalent educational proficiency is met.

Experience:

Two years of experience as a liability claims adjuster

or

Two years of experience in preparing and processing unemployment insurance claims

or

Two years of experience performing duties that required interpretation, explanation, and application of rules and regulations applicable to unemployment insurance or liability claims.

Special:

A valid California Driver License.
Use of an automobile.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and/or abilities. Management retains the discretion to add or change typical duties of a position at any time.

Revised
02-22-12
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