

## PROGRAM SPECIALIST (CLAIMS MANAGEMENT)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class analyzes and inspects all County operations and functions as part of a comprehensive claims management program. An incumbent is responsible for the full range of claims administration over all County operational functions and locations. Work is performed with considerable independence of action with wide latitude for the exercise of independent judgment within established policy, subject to final approval by a higher authority. Work is performed in an automated systems environment. Must be willing to work extended hours during a risk management high-priority operation or catastrophic event. A staff relationship is developed with department head and their managerial/administrative staff in all County departments in order to keep of claims developments and changes in their departments that impact Risk Management. This position is distinguished from the Risk Analyst in that the incumbent is not responsible for decision making regarding insurance contracts and complex contract payments. Supervision may be exercised over support clerical staff. Does related work as required by the Director of Risk Management.

### EXAMPLES OF WORK: (Illustrative Only)

Gathers information on the current and projected claim activities of County departments to facilitate claims processing, the setting of reserves, and the applicable risk management impact on Self-Insurance Fund and commercially insured programs;

Analyzes current insurance activities from to update, monitor, and protect the County's self-insurance fund and commercial insurance programs.

Monitors accidents and claims activities-including but not limited to personnel and vehicular safety, fire prevention, emergency evacuation of County buildings and legal liability to facilitate the claims assessments, monitoring, and claims management.

Makes recommendations to the Director of Risk Management on claims and liability issues, and billing practices to assist with limiting long-term liability;

Monitors all auto liability claims regarding County owned vehicles; conducts timely and thorough investigations with regard to coverage and liability; investigates damage as appropriate; negotiates with insurance company representatives with recommendations for proper disposition to the Director of Risk Management;

Coordinate the subrogation collections for damages to County owned property.

Serves as a liaison for NYS DMV and County employees and their supervisors subject to revocation/suspension/modification of driver's license;

Monitors all out of state employee license info; maintains database of personal auto insurance provided by authorized County drivers;

Administers the submission of 6N fund financial transactions including but not limited to account reconciliation, maintenance of account balances, cash receipts, disbursements and journal entries;

Manages Risk Management departmental contracts by electronically encumbering funds and monitoring those contracts to ensure they do not exceed established monetary caps;

Conducts regular reviews and audits of claims processed for losses and the processing procedure;

Monitors the WIS reports for departmental charges and costs related to self-insurance;

Reviews claims to insure adequate justification and funding reserves under the self-insurance plan.

Coordinates the County Driver Program with NYS Department of Motor Vehicles, License Event Notification System and the County Department of Information Technology to ensure that employees comply with all aspects of the County Driving Program;

Monitors all aspects of insurance recovery for the County's automobile/property incidents

Prepares requests for reimbursement from insurance companies and consults with the Department of Public Works, Public Safety and the Law Department to research and compile information needed for timely submission of requests for payment;

Inspects Police Accident Reports to identify issues for the Director, Risk Management;

Coordinates all documentation in preparation for Accident Review Board meetings;

Receives and handles inquiries and complaints regarding County related property and automobile functions;

Prepares routine correspondence regarding insurance policies, claims analysis and status of various County programs.

Processes driver's license approvals, driver's insurance and accident report data.

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

May perform incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the New York State No Fault and Motor Vehicle laws as they apply to potential liabilities, hazards and adverse impacts on the County's self-insurance funding and commercial insurance programs; good knowledge of all property and casualty insurance; Good knowledge of insurance claims process with a view toward maximizing recovery in County-wide subrogation/collection program. Good knowledge of risk management principles and practices; ability to recognize safety hazards and to monitor, record, and alert appropriate Departments and the Director of Risk Management of same so as to facilitate loss prevention for the County; ability to implement a comprehensive safety and loss control program; ability to train others in safety/loss prevention; ability to investigate vehicular accidents and property damage and prepare appropriate reports ability to deal with a wide range of administrative, professional and clerical personnel; ability to communicate effectively, both verbally and in writing; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; ability to think logically; good judgment; initiative; tact; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Satisfactory completion of 60 credits\* and four years of administrative or management support experience, two years of which were involved in financial claims auditing, account keeping procedures in a safety loss prevention program\*\* or health and safety programs.

SUBSTITUTION: Satisfactory completion of 30 credits\* toward a Bachelor's degree\* may be substituted on a year for year basis for up to two (2) years of the required experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

\*\*DEFINITION: Safety loss prevention programs include Risk Management programs, fire safety, accident claims investigation, OSHA compliance, etc.

SPECIAL REQUIREMENT: Possess and maintain a valid license to operate a motor vehicle in the State of New York while in the title.

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J. C.: Competitive  
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Job Class Code: C3324  
Job Group: X