



Job Title	Claims Technician	FLSA Status	Non-Exempt
Band	PAR	Probationary Period	12 Months
Zone	3	Job Code	18315

Class Specification – Claims Technician

Summary Statement:	
<p>The purpose of this position is to perform a variety of para-professional duties handling medical only workers' compensation claims filed against the City. This position receives, evaluates, and handles medical only workers' compensation claims, conducts interviews with the injured workers, supervisors, and witnesses to determine compensability. Pays expenses timely, documents claim activity, and brings claims to closure.</p>	
Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
60%	Receive, evaluate, and handle medical only workers' compensation claims for the City. Conducts interviews with the injured workers, supervisors, and witnesses to determine compensability. Pays expenses timely, documents claim activity, and brings claims to conclusion.
40%	Take initial claim information for medical only workers' compensation claims; determine compensability of the claim; and establish reserves and authorize payments within reserving authority limits. Manage non-complex and non-problematic medical-only claims. Communicate claim status with the claimant and management; adhere to City guidelines for claim handling; assist other claim staff with more complex or problematic claims as necessary. Communicate and collaborate with team members to ensure the appropriate and timely handling of claims.

Competencies Required:
<p>Human Collaboration Skills: Working may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.</p>



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Reading: Intermediate – Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Math: Intermediate – Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurements. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Intermediate – Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:
 Skilled in a Technical Field – Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to completion of the twelfth grade (high school diploma or GED).

Experience: One year of full-time para-professional claims experience related to workers' compensation, or related.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.	
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Supervision Exercised:
 Position has no responsibility for the direction or supervision of others.



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Supervision Received:

Receives Directions: The employee normally performs the duty assignments after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.

Fiscal Responsibility:

This job title has no budgetary/fiscal responsibility.

Physical Demands:

Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Several Times per Month
Wetness and Humidity	Seasonally
Respiratory Hazards	Seasonally
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office and specialized claims software.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: August 2018