

RISK MANAGEMENT TECHNICIAN

DEFINITION

Under general supervision performs a variety of complex clerical and technical duties in the areas of health and welfare benefits, workers' compensation, and property and liability insurance; serves as a liaison with insurance carriers, the health insurance consultant, and employees in answering inquiries, resolving problems, and communicating benefit coverage; and performs related work as required.

CLASS CHARACTERISTICS

This class is assigned duties that requires previous experience in and knowledge of health insurance, workers' compensation, and/or property and liability programs. The incumbent has the responsibility for varied and complex clerical operations where work procedures or methods must be independently selected or devised. Work requires considerable judgment in assembling and evaluating information.

EXAMPLES OF DUTIES

Provides information to new and terminating employees regarding the District's insurance benefits program including medical, dental, vision and life insurance and the workers' compensation program; responds to questions and interprets rules and regulations. *E*

Serves as liaison between insurance carriers and employees; communicates by telephone and in person with vendors, doctors, employees, administrators, and insurance companies, as necessary, regarding issues and concerns about health benefits, workers' compensation, and property and liability insurance. *E*

Compiles, prepares, and submits a variety of complex reports; maintains confidential records and files. *E*

Compiles and verifies monthly insurance billing; monitor activities in various insurance accounts; provides liabilities and receivables to Business Services as requested. *E*

Orders, receives, organizes, and distributes open enrollment packets to employees and retirees eligible for District health and welfare benefits. *E*

Notifies eligible employees regarding COBRA and benefit changes in a timely manner. *E*

Communicates with CalPERS on behalf of retirees, terminated employees, and surviving spouses. *E*

Processes workers' compensation claims in compliance with established laws and regulations; submits appropriate forms within established timelines; maintains accurate and detailed records and files related to injury/accident reports and workers' compensation claims; follows up with employees, as appropriate. *E*

Assists with investigation of workers' compensation injuries/accidents and coordinates follow-up activities of unsafe conditions or practices; serve as liaison between employee, Risk Manager, and medical group providers. *E*

EXAMPLES OF DUTIES: (cont.)

Maintains current knowledge regarding workers' compensation and insurance benefits and related policies, procedures, regulations, and laws; assures the District is in compliance. *E*

Performs related work as required.

MINIMUM QUALIFICATION

Knowledge of:

1. Basic operations of employee benefit and insurance programs and procedures;
2. Workers' compensation programs;
3. Applicable state laws, District policies, procedures, and other regulations governing the program or area of assigned responsibility;
4. English usage, spelling, grammar, and punctuation;
5. Interpersonal relations skills using tact, patience and courtesy;
6. Oral and written communication skills; telephone techniques and etiquette;
7. Modern office equipment, procedures, and practices including the preparation of business correspondence and reports, filing, and record keeping techniques;
8. Basic math; and
9. Personal computer and job-related software programs.

Ability to:

1. Perform complex and varied clerical and technical duties in the administration of the District's insurance benefits program and the workers' compensation program;
2. Understand, interpret, and explain a wide variety of policies, laws, rules, and regulations to others;
3. Convey insurance and other technical information and assist in decision-making process in accordance with related laws, ordinances, regulations, and established procedures;
4. Make arithmetic computations quickly and accurately;
5. Communicate effectively, both orally and in writing;
6. Maintain strict confidentiality of complex, confidential, and sensitive records;
7. Work within established guidelines, procedures, and timelines with frequent interruptions;
8. Operate a calculator quickly and accurately;
9. Operate word processor, computer, and standard office equipment;
10. Prepare clear and comprehensive reports and maintain complex and accurate reports;
11. Understand and carry out oral and written instructions;
12. Establish and maintain effective relationships with those contacted in the course of work; and
13. Maintain work pace appropriate to given workload.

EDUCATION

Individuals possessing the knowledge, skills, and abilities listed above are considered to possess the necessary education. College-level coursework in business administration, human resources, or related field is desirable.

EXPERIENCE

Three years increasingly responsible clerical and records management experience including some experience in health insurance, workers' compensation, and/or property and liability programs.

WORKING CONDITIONS

Environment:

Office environment, subject to constant interruptions.

Physical Abilities:

Standing and/or sitting for long periods of time; occasional stooping, bending; dexterity of hands and fingers to operate a computer terminal and office equipment; seeing to read and assure the accuracy of typewritten materials; hearing and speaking to exchange information in person and on the phone.