

SENIOR INSURANCE TECHNICIAN

DEFINITION

Perform a wide variety of complex and specialized technical and clerical duties in the Risk Management Department related to fringe benefits and insurance programs, including medical, dental, vision, property, liability, long term disability and worker's compensation, and safety; and perform related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receive general supervision from the Risk Manager and/or Disability Management

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below [E]. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principle job elements.)

Gather, compile, compute and transmit information for Workers' Compensation claims. *E*

Gather, compile, compute and transmit information for long-term disability claims. *E*

Monitor employee time missed for WC/LTD claims and coordinate flow of information between Risk Management, HR, Payroll and individual sites/departments. *E*

Notify HR and payroll of employee illness, sick leave and other leave credits. *E*

Monitor 60 day salary continuation and modified duty time periods. *E*

Calculate sick leave docks and notify HR and Payroll following 60 day salary continuation period. *E*

Serve as a liaison with injured workers, third party administrator and physicians. *E*

Serve as a liaison with agencies administering the District's benefit and commercial insurance programs. *E*

Research and provide information to employees regarding their benefits and eligibility. *E*

Complete retirement deduction forms for STRS. *E*

Maintain monthly liability claims log as directed. *E*

Construct and mail certified letters based on Board agenda items. *E*

Prepare legal notices as directed. *E*

Attend committee meetings as directed. *E*

Process Medicare Secondary Payor questionnaires and recovery letters. *E*

Process requests for certificates of insurance. *E*

Maintain confidentiality when dealing with sensitive employee information and medical records. *E*

Input electronic data, i.e., requisitions, order supplies, maintain databases. *E*

Explain insurance benefits to new employees; provide and assist them with appropriate insurance forms. *E*

Process benefit enrollment forms. *E*

Operate standard office equipment. *E*

Maintain regular and prompt attendance in the work place. *E*

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- A wide variety of procedures and processes performed in a risk management department for a large employer, including long-term disability, workers' compensation, insurance benefits.
- Legal framework for processing liability claims and other insurance claims.
- Modern office procedures and practices, including telephone techniques, letter and report writing.
- Record-keeping techniques and filing systems.
- Intermediate knowledge of computer programs, including but not limited to: Excel, Microsoft Word, Outlook
- Bargaining unit contracts
- Oral and written communication skills.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Standard office machines and equipment
- Interpersonal skills using tact, patience and courtesy.

Ability to:

- Independently perform a wide variety of complex and responsible insurance procedures.
- Process a tremendous amount of paperwork amid multiple interruptions.
- Interpret, apply and explain laws, codes, rules and regulations related to assigned activities.
- Analyze situations accurately and adopt an effective course of action.
- Work independently in the absence of supervision to identify and solve procedural problems encountered in the course of work.
- Answer telephones and greet the public courteously.
- Type or input data at 50 words per minute from clear copy.
- Compose correspondence and written materials independently or from oral instructions.
- Maintain confidentiality in performing job duties.
- Communicate effectively, orally and in writing.
- Perform mathematical computations quickly and accurately.
- Develop and maintain cooperative working relationships with those contacted in the course of work.
- Carry out oral and written directions; write and speak at a level sufficient to fulfill the duties to be performed for the position described.

Experience and Education:

- Any combination of education, training and experience equivalent to: completion of the twelfth grade with three (3) years of increasingly responsible technical and varied clerical experience, in insurance/worker's compensation or a related field.

License and Certificates:

- Possession of a valid California driver's license

WORKING CONDITIONS:

ENVIRONMENT:

Indoor work environment.

PHYSICAL DEMANDS:

Employees in this position must have/be able to:

- Enter data into a computer terminal and operate standard office equipment.
- Hear and understand speech at normal levels and on the telephone with or without hearing aids.
- See and read a computer screen and printed matter with or without vision aids.
- See, hear and speak with/without assistive devices sufficient to communicate effectively with others.
- Sit for extended periods of time.
- Bend at the waist.
- Reach overhead, above the shoulders and horizontally, grasp, push/pull.
- Lift and/or carry up to 25 lbs. at waist height for short distances.

Salary Placement:

Confidential Salary Schedule

Tier 2, Range E

12-month work year

Board Approved:

Revised: 04/09/13

07/01/07

Confidential re-alignment effective 03/01/19