

RISK MANAGEMENT CLAIMS SPECIALIST

Classification: Administrative – Central Office Location: Risk Management

Reports to: Risk Manager FLSA Status: Non-Exempt

Bargaining Unit: OSEA

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Part I: Position Summary:

This position is responsible for administering the District’s liability claims, property claims, workers’ compensation programs, and other categories of risk as it relates to schools, public institutions and general work environments. Incumbent is responsible for analyzing risk exposure information, and supporting the goals and objectives of the risk management programs.

Part II: Supervision and Controls over the Work:

Performs under the supervision of the Risk Manager. Work is controlled and/or guided by State statute, administrative code and agencies, as well as insurance policies and procedures, professional best practices, and District policies and procedures. This position serves as the District expert in workers’ compensation program administration, and the coordination of liability and property claims, operating with considerable independence to accomplish the goals and objectives established by the District leadership for the program. Methods of performing tasks are the responsibility of the employee and are to be performed within the established policies or as prescribed by rules and regulations.

Part III: Major Duties and Responsibilities

1. Administer the District’s workers’ compensation program. Duties to include but are not limited to:
 - a. Provide proactive and cost-effective incident/claims management, including investigations into cause and compensability questions. Provide oversight of external claims adjusters to ensure alignment with District interests while balancing with employee needs.
 - b. Oversee the District’s modified duty / alternative work program, including, but not limited to, coordinating the creation of alternative work positions and

assigning employees to those positions dependent on review the medical documentation and continued monitoring of medical status and work restrictions.

- c. Coordinate Employer-at-Injury Program (EAIP) and Preferred Worker Program claims.
2. Provide proactive and cost-effective incident/claims oversight of automobile, property and general liability exposures; to include investigations into cause, damages, and liability issues for potential loss exposures, determining the District's liability exposure and ensuring claims are resolved at the lowest possible cost while supporting and balancing student, community, customer and public concerns. Provide oversight of external claims adjusters in an effort to assure alignment with District interests. Interact with District employees, community members and insurance adjusters in the claim discovery process.
3. Administer third party claims in a proactive manner, in an effort to recover the District's losses, coordinating with external claims adjusters when appropriate.
4. Administer Driver Certification Program for drivers of non-DOT District owned vehicles.
5. Assist with the annual renewal of District property, casualty and workers' compensation insurance policies.
6. Interact with the public, staff, governmental agencies, insurance companies and adjustors, presenting and exchanging claims information that may be technical or complex.
7. Participate in claim, accident prevention, and safety review committees and processes providing records and input and documenting identified action requirements.
8. May compile and present accident and claim information to administrators to support loss prevention awareness and programs.
9. Support other risk management initiatives and programs, such as safety, environmental health, and emergency preparedness.

Perform other duties as assigned.

Part IV: Minimum Qualifications:

Incumbents must have successful experience in working with culturally diverse families and communities, or have otherwise demonstrated a commitment to strengthening engagement of a diverse community and skill in communicating with a diverse population.

- Bachelor's degree and two (2) years of experience in risk management and/or applicable workers' compensation experience. Related work experience and professional designations / certifications may be substituted for the educational requirement.
- Working knowledge of commercial insurance terms and conditions and claims handling best practices for liability, property damage and workers' compensation.
- Skill in the use of program support technology, office software, spreadsheets, presentations and databases.

- Administrative knowledge of general risk loss procedures and programs.
- Ability to interact with employees, managers and 3rd parties personally, telephonically, and in writing at a high level of communication and articulation. Must be able to present complex and difficult information, including in emotional and difficult situations, with calm, deliberate and clear organization.
- Initiative and ability to work with minimal direction; sound judgment and decision making capabilities are essential.
- Ability to maintain confidentiality in all matters.

Part V: Desired Qualifications:

- Bilingual and bicultural skills.
- Workers' compensation examiner certification with the State of Oregon or other applicable certifications / licensures in risk management or claims management.
- Experience in a public school or public organizational setting.

Part VI: Physical and Environmental Requirements of the Position:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit, talk, lift, carry, move about, hear and speak. Employee may be required to perform extensive work at a computer display terminal.
- The employee must occasionally lift and/or move 25 to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
- Employee may be required to interact with clients, customers, and staff who are emotionally upset, angry or distraught. In such interactions, employee must be able to maintain control and decorum and professionalism.