

INSURANCE COORDINATOR

DEFINITION

Under general direction, to organize, coordinate and administer the City's risk management and employee benefit programs; to supervise staff performing a variety of complex, technical support work in the investigation and processing of liability claims and evaluation of policies; to maintain and update computerized liability claim data systems; to respond to inquiries regarding City liability claims; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

The incumbent of this class is responsible for ensuring the timely and thorough investigation of liability claims; authorizes payment release; oversees implementation of employee benefit programs; evaluates and recommends policies in the area of risk management. The incumbent exercises considerable independent judgment and problem-solving skills and must be highly skilled in risk management and employee benefit concepts and practices.

REPORTS TO

Director of Support Services

CLASSIFICATIONS SUPERVISED

Insurance Division staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Performs a variety of paraprofessional work for the City's risk management functions; establishes claims processing logs; discusses government claims with Third Party Administrator; represents the City in small claims court as part of the subrogation process; prepares a variety of reports related to claims processing; prepares releases and authorizations for claims payment; oversees workers' compensation claims processing; maintains communications and shares information with the claims adjuster; maintains records related to industrial injuries and illnesses; oversees processing of billings for employee benefits; designs a variety of forms necessary for claims adjusting and investigation; orders certificates of insurance from carriers, when necessary; prepares correspondence related to claims processing; serves as primary source of information to inquiries about City insurance claims, claims processing, risk management functions and employee benefits; prepares request for proposals, assists City Manager and Director of Support Services in review and evaluation of proposals; interprets and applies benefit memoranda of understanding and labor contracts for implementation and administration of employee benefits; facilitates meetings of the Employee Benefits Committee; works closely with City's insurance broker regarding design, implementation, and administration of City's insurance benefits; schedules safety workshops and notifies City employees of safety/health concerns/changes; Conducts new hire orientation as it relates to employee benefits; coordinates training workshops; represents the City at meetings of consortiums to which the City belongs; prepares staff reports as needed;

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consults with the City Attorney when necessary; assists in the preparation of Risk Management Division budget; performs related duties and special projects as required.

While performing the duties of this class, an employee is regularly required to use written and oral communication skills; read and interpret information and documents; analyze and solve problems; observe and interpret situations; perform highly detailed work on multiple, concurrent tasks; and interact with other City staff members.

TYPICAL PHYSICAL REQUIREMENTS

Frequently stand and walk; sit for extended periods; normal manual dexterity and eye-hand coordination; ability to lift and move objects weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment; continuous contact with other staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

Principles, methods, and practices of government claims investigation and processing. Knowledge of laws, rules, and regulations governing the City Risk Management functions.

Practices, procedures, and policies used by the City in risk management administration. Fiscal record keeping methods and procedures.

Computer systems and software applications related to insurance claims processing and administration.

Ability to:

Provide direction, coordination, guidance, and training for the development of the City risk management and employee benefit functions.

Analyze problems and situations and adopt effective procedures to resolve problems.

Perform a wide scope of technical insurance claims investigation, processing and records maintenance assignments.

Oversee a broad range of City risk management functions.

Oversee development and maintenance of liability claims records and reports.

Use a computer and applicable software packages in the investigation, processing, and administration of liability claims.

Coordinate employee orientations regarding benefits.

Read and interpret labor contracts and memoranda of understanding as they relate to Employee Benefits.

Deal tactfully and courteously with other City staff, the public, and other government agencies when explaining Risk Management functions and resolving Risk Management issues.

Establish and maintain cooperative working relationships.

Provide excellent customer service and support.

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Training and Experience:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

AA/AS degree from an accredited college or university with major in business administration, public administration, human resources management or a related field and five years of increasingly responsible work experience in performing a wide variety of technical insurance claim processing and investigation work, employee benefits administration, workers' compensation, or insurance claims/loss control.

Special Requirements:

Possession of a valid California Driver's License, issued by the Department of Motor Vehicles.

Reference: City of Merced Personnel Rules and Regulations, Sections 5.05 and 5.07.

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APPROVED _____


Chairperson, Personnel Board

DATE

7-10-06