

INSURANCE CLERK III

DISTINGUISHING FEATURES OF THE CLASS: This is specialized clerical work of a complex nature involving responsibility for overseeing and participating in the day-to-day activities of the County Insurance Office. The work is performed under the direct supervision of a higher-level administrator and work guidance (e.g. lead work) may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:

Acts as liaison between plan administrators and insured by telephone, personal contact and by correspondence especially in order to identify and assist in the resolution of problems;
Receives, reviews and processes liability claim expense payments as directed and maintains records regarding same;
Establishes and maintains claim files in subrogation process, gathers and exchanges information, as necessary, and acts as liaison to others involved in subrogation process, etc.;
Maintains records for insurance policies (e.g. excess, umbrella, public official bonds, inland marine, property, cyber liability, aviation, etc.);
Processes liability claims and suits (e.g. receives summons and complaint, maintains suit log, assists with coordinating witness and other trial preparation, etc.);
Prepares a variety of reports to the Finance Department for payments;
Acts as liaison to outside auditors and ensures compliance with auditors' recommendations by gathering and organizing data, contacting vendors and insurance plan administrators, etc.;
Gathers and completes all information for applications for insurance policies and maintains database of information;
Works with insurance agents to make sure policies are issued and issued correctly;
Reviews bills from third party administrators (TPA) for accuracy and prepares vouchers for management approval;
Gathers and coordinates all information, including site visits and examinations required for attorneys for property defense of liability claims;
May be assigned to special projects, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of insurance terminology procedures and applicable record-keeping procedures; good knowledge of office terminology, equipment and procedures; good knowledge of business arithmetic and English; good knowledge of liability claim processes; ability to communicate effectively, both orally and in writing; ability to maintain records; ability to understand and interpret written material; ability to carry out difficult oral and written instructions; ability to prepare reports; ability to interact effectively with people.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and five (5) years of office clerical experience, at least three (3) years of which must have involved clerical duties above an entry-level clerical position, in a liability claims office or setting.

NOTE: Specialized experience noted above may be substituted for the general experience on a two-for-one basis. Post high school education may be substituted for the required general experience on the basis of three (3) years of education for (2) years of experience (or proportional equivalent).

PROMOTION: One (1) year of permanent status as an Insurance Clerk II.

R.C.D.P (08.03.2015) 02.07.2020
Competitive