

## **WASHINGTON COUNTIES RISK POOL JOB DESCRIPTION**

<b><u>Position:</u></b>	<b>SENIOR CLAIMS ANALYST</b>
<b><u>Reports to:</u></b>	Claims Manager
<b><u>FLSA Status:</u></b>	Exempt
<b><u>Salary Range:</u></b>	\$71,100 or higher, depending on qualifications

**Nature of Work:** Assist the Claims Manager in the administration of the Pool's liability claims management program. Ensures claims are processed and managed in a manner consistent with established goals and objectives, and industry practice. Exercises independent judgment in analyzing complex insurance-legal problems, issues, and situations; develops and implements recommendations. Assists member counties in the development and maintenance of their claims management programs and analyzes their effectiveness. Plans, conducts and presents at meetings. Provides back up to and substitutes for Claims Manager when necessary. Comply with legal standards and requirements. Position requires overnight travel to member counties as necessary.

### **Duties and Responsibilities:**

1. Manage and monitor all liability claims and lawsuits that are assigned by the Claims Manager. Such claims may include those of the most complex nature experienced by the Pool.
2. Interpret complex coverage issues.
3. Maintain liaison with excess carrier or reinsurer in administering and reporting on appropriate losses.
4. Attend settlement conferences.
5. Handle and respond to specific inquiries on large loss and complex liability claims.
6. Train and supervise support staff in Claims Manager's absence
7. Select adjusters and attorneys.
8. Review legal billings for services and fees.
9. Prepare portions of newsletter dedicated to claims and underwriting.
10. Perform other claims related activities upon request.
11. Assist in annual collection and preparation of information for underwriting and actuary for insurance purchasing and renewal process.
12. Review contracts for member counties upon request for indemnification and insurance provisions.
13. Instruct at various training seminars.
14. Perform other functions as assigned.

### **Knowledge, Skills and Abilities:**

1. Demonstrated ability in the art of explaining, evaluating, negotiating and completing a variety of resolutions on large loss and complex liability claims and coverage issues.
2. Demonstrated problem solving and negotiation skills in managing large loss claims and complex insurance coverage issues.

3. Intelligence and maturity to make insurance coverage decisions based on manuscript and ISO coverage documents with minimum supervision.
4. Excellent interpersonal, communication, and marketing skills.
5. Proven ability to plan, organize and supervise the work of others.
6. Proven ability to establish and maintain cooperative and effective working relationships.
7. Flexibility to travel and work irregular hours.
8. Ability to keep sensitive and privileged information confidential.

**Working Conditions and Physical Effort:**

1. Work is normally performed in a typical interior/office work environment.
2. No or very limited physical effort required.
3. No or very limited exposure to physical risk.

**Minimum Qualifications:**

1. AA degree in business or public administration\*, or AIC certification, **and** minimum of five (5) years of claims management experience of which three (3) years must include public sector claims management; **or** any combination of education and progressively responsible experience which would provide the applicant with a minimum of seven (7) years of education and progressively knowledgeable experience in claims management to possess ability to perform duties of job\*. (\*Appointment to Senior Claims Analyst position requires AIC certification within two (2) years of being appointed.)
2. One year of supervisory experience.
3. One year of experience in computer claims management information systems.
4. A valid unrestricted (except vision) Washington State driver's license and a driving record meeting WCRP standards.