



ADMINISTRATIVE ANALYST – CLAIMS

*Position specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

POSITION TITLE: Administrative Analyst – Claims

Reports to: Director – Claims Services

FLSA status: Non-Exempt

Salary range: Analyst \$67,009-\$89,798

Supervises the following direct reporting staff: None

POSITION SUMMARY

Under the direct supervision of the Director - Claims Services, this position provides administrative, claims, and data handling support for all staff of Schools Insurance Group. Independent judgment and initiative is required to plan, prioritize and organize a workload which is diverse in requirements for time and abilities, as well as recommend changes in office practices or procedures.

GENERAL DUTIES AND RESPONSIBILITIES - *The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Greets SIG visitors, members, vendors, and building tenants in the front office or on the telephone in a professional manner that ensures they feel welcome and valued.
2. Schedules and organizes complex activities such as meetings, travel, conferences and activities for SIG employees and SIG governing board or committee members.
3. Performs desktop publishing, including website maintenance. Creates and develops visual presentations and formats graphics and words for various publications using a variety of software programs and applications (Google slides, Powerpoint, Zoom, Acrobat, Publisher, Excel, others), for which training may be provided as needed
4. Performs data support tasks using spreadsheets or other means to translate data into usable information
5. Under compliance direction, establishes, develops, maintains and updates SIG's electronic and paper filing system, including arranging for disposal of records, in accordance with SIG's Records Retention Policy. Retrieves information from files as needed.
6. Organizes and prioritizes information and calls which can sometimes come in large volumes throughout the work day and at peak times of the day and week.
7. Opens, sorts and distributes mail. Drafts written responses or replies by phone or e-mail when necessary. Responds promptly to regularly occurring requests for information;

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8. Answers calls on SIG's main telephone line. Takes messages or fields/answers routine and non-routine questions. Works in cooperation with other SIG employees to cover phones throughout the day and at peak times of the work day and work week.
9. Communicates with SIG members and outside agencies, which may include high-level staff such as CEOs, Superintendents, Assistant Superintendents, and other management personnel.
10. Properly handles confidential, sensitive, and non-routine information and documents and explains policies when necessary.
11. Works independently and within a team on special nonrecurring and ongoing projects. Acts as project manager for special projects, at the request of the Executive Director, which may include: planning and coordinating multiple presentations, disseminating information, coordinating direct mailings, creating newsletters or brochures, managing special events, and other tasks as assigned.
12. Provides organizational and administrative assistance to other SIG staff as needed.
13. Drafts, types and designs general correspondence, memos, charts, tables, graphs, business plans, etc. Proofreads copy for spelling, grammar and layout, making appropriate changes. Responsible for accuracy and clarity of final copy.
14. Supports maintenance of office and kitchen equipment and supplies, including telephone system, printers, copiers, postage meters, AV equipment, and computer hardware.
15. Supports and organizes SIG administrative, governing board, and committee logistics (including food and beverage, and room setup), agendas, minutes, calendars, distribution databases, Conflict of Interest/Form 700 filings, and supporting documentation to include all governing board documents and policies, updating as necessary to conform with member staffing changes as well as with changing legislative, regulatory, and legal requirements. Understands the Ralph M. Brown Act and requirements for public entity recordkeeping.

Essential Duties and Functions -

1. Organizes and maintains documentation of member programs such as Post-Offer Pre-Placement Physical exam records, vehicle listing, property listings, and other programs as assigned
2. Collaborate with SIG staff to maintain the POPP (Post offer/Pre-Placement) Program including recommendation of providers, resolution of complex billing and report issues, interaction with members and providers on POPP policy and regulations;
3. Coordinate with Director – Claims Services and the Workers' Compensation Program Manager to support the Property, Liability, and Workers' Compensation Programs, including member tracking, scheduling of meetings, handling correspondence, **communication with claims adjusters and members**, and compliance related materials;
4. Receive and respond to member questions related to Property, Liability, or Workers' Compensation claims associated with public educational agencies and guide members appropriately through the claims process;
5. Utilize databases to monitor claims and communicate with members.
6. Conduct a variety of complex research activities and projects;
7. Set and adjust schedule, as needed, for meetings, trainings, conferences, and other work-related events;
8. Attend and participate in professional group meetings; stay informed of new trends and innovations with claims management as well as the larger topic of overall risk management;
9. Collaboratively work with others to maintain positive working relationships with all SIG staff, including SIG members and partners and external customers;

10. Act as primary contact for SIG members, claimants and attorneys, answering questions and providing claim updates;
11. Assist SIG members in reporting new losses to claim administrators;
12. Assist SIG members, claim adjusters, and defense counsel with needed information; address correspondence, digital meetings, meetings, emails, and phone calls;
13. Follow up with claims adjusters for status updates with our SIG members;
14. Compile claims information for SIG members and insurance brokers;
15. Prepare claim trend information for the SIG pool and individual members.
16. Provides assistance to the Director- Claims Services or Workers' Compensation Manager on various projects including preparing loss information to insurance brokers and SIG members.

QUALIFICATION REQUIREMENTS – *To perform this job successfully, an individual must be able to perform each of the above essential duties satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Incumbents may not perform all of the listed duties (such as adjunct or non-essential duties) and/or may be required to perform additional or different duties from those set forth, to address newly established legislative or regulatory compliance requirements, business needs and changing business practices. Reasonable Accommodations may be made to enable individuals with disabilities to perform essential functions.*

Knowledge of:

- Basic knowledge of SIG's Property, Liability, Workers Compensation and Employee Benefits program concepts
- General JPA and SIG specific office procedures, methods, and equipment including computers and applicable software and social media applications.
- Business letter writing, report preparation and presentation formats
- Proper use of the English language including spelling, grammar, punctuation, and proofreading Ralph M. Brown Act for agenda preparation, recording of minutes, and conducting public meetings
- Relevant statutory and regulatory compliance requirements governing confidentiality and privacy requirements for employers and public entities, including recordkeeping
- Purchasing and inventory procedures
- Public school districts and related administrative procedures

Ability and Skills to:

- Organize and coordinate internal and external resources to facilitate implementing SIG initiatives Work effectively to comply with deadlines and manage multiple priorities, when necessary.
- Prepare clear and concise administrative reports.
- Operate office equipment including computers and supporting software and social media applications
- Communicate clearly and concisely both orally and in writing.
- Establish and maintain effective and collaborative working relationships with those contacted in the course of work.
- Follow oral and written directions and specific rules, regulations and processes and apply them to a variety of situations.
- Exercise initiative and work in a self-directed manner, where necessary.
- Work under general supervision, while seeing direction when unsure about a particular activity or task.

Education and Experience - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge*

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by college level coursework or technical instruction in human resources, risk management, insurance, business, or a related field. A Bachelor's degree from an accredited college or university is desirable but not required.

Experience:

Five (5) years' experience in a school setting, in the insurance field, or with claims management preferred.

Three (3) years' experience working with computer applications, social media, and software platforms is desired.

EMPLOYMENT ELIGIBILITY – *The successful candidate must provide proof of employment eligibility and verification or legal right to work in the United States, in compliance with the Immigration Reform and Control Act*

PHYSICAL DEMANDS AND WORKING ENVIRONMENT - *The conditions herein 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 job functions.*

Environment: Standard office setting; exposure to computer screens; working with fluorescent lighting. While performing the duties of this position, the employee regularly works indoors and will occasionally work outdoors. The employee must be able to meet deadlines with severe time constraints. The noise level in the work environment is usually moderate.

Physical: Sufficient physical ability to work in an office setting and operate office equipment; sit or stand for prolonged periods of time; lifting 25 lbs. maximum or carrying any object weighing up to 25 lbs.

Vision: See in the standard visual range with or without correction; vision sufficient to read computer screens and printed documents, including material in handwritten, typewritten, digital, and photographic format.

Cognitive: Cognitive or analytical acuity, such as analyzing, counting, summarizing, synthesizing information from multiple sources, interpreting written or verbal instructions, and recognizing social or professional behavioral cues

Mental acuity: Mental acuity to concentrate, focus, adapt to changing circumstances, and communicate effectively verbally and in writing, while managing a professional office.

The above statements are intended to describe the general nature and level of work being performed by the people assigned to this position. They are not intended to be construed as an exhaustive list of all job responsibilities