

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: NB529 Claims Analyst
POSITION #/TITLE: 2007 Claims Analyst	Adopted: 11-16
	Revised:

POSITION DESCRIPTION

Dept: Finance-Administrative Services	Manager Level: Non-Manager
Salary Plan/Description: NBU/Non-Bargaining Unit	Salary Grade: 11
Reports To Position #/Job Code #/JC Title: 730/NB145/Risk Manager	Dotted-line Reports To Position #/Job Code #/JC Title:
FLSA Status: Exempt	City Overtime Status (Employee Type): Exempt (Salaried)
Physical Demand Rating: Sedentary	Work Environment: Controlled
Pre-employment Testing: Drug and health screening after contingent offer.	Position Testing: Job fit assessment, Excel, Word
Personal Protective Equipment: None	

General Statement of Duties

Processes claims including coordinating claims investigation, documentation, reporting to insurance carriers and negotiating resolutions related to auto and general liability, property damage and workers' compensation. Provides reports and guidance to departments on pending claims and litigation. Performs related work as required.

Distinguishing Features of the Class

Considerable leeway is granted for the exercise of independent judgment and initiative. Serves as Risk Manager in his/her absence, or represents Risk Manager as assigned.

Examples of Essential Work (Illustrative Only)

Performs intake and setup of claim files for the City's risks including, but not limited to workers' compensation, auto liability, general liability, property damage;
Documents claim files and/or uses RMIS System;
Initiates claims investigation process in a timely and courteous manner maintaining tact, diplomacy and poise when dealing with the public, staff and involved parties;
Keeps all involved parties informed of progress and status of claim resolution as necessary;
Coordinates with appropriate City management in order to resolve issues;
Coordinates the investigation process including interviewing involved parties, research, documenting files, coordinating vendors and any other efforts to complete a thorough investigation;
Obtains payment approval from Risk Manager;
Analyzes loss data and provides data to department management;
Files timely and accurate reports as required by policy, ordinance, laws and regulations;
Assures appropriate documents and cost verification procedures are followed prior to submission of claims payments to Accounts Payable, including adherence to all relevant City policies, internal controls, laws and regulations;
Determines proper coverage and applies best claims practices to conclude assigned cases in accordance with City's Risk Management guidelines;
Opens, closes and adjusts reserves in accordance with City's Risk Management guidelines designed to ensure reserve adequacy;

Submits severe incident reports, reinsurance reports and other information to Finance Director and/or Risk Manager as necessary;
Maintains current knowledge of insurance and applicable product/services; court decisions which may impact the claims function; current guidelines in the claims function; and policy changes and modifications;
Prepare Risk Manager metrics on a monthly basis to be reviewed with Finance management;
Codes payments charged to the Liability/Property Fund, Health Fund and Dental Fund for approval by Risk Manager;
Assists Risk Manager in preparation for request for Proposals including actuary services, building value appraisal services and insurance coverage;
Assists Risk manager in self-insured liability claims files, all signed releases, computer files including payments and expenses per claimant, recoveries and loss summary totals;
Assists Risk Manager in reviewing and approving certificates of insurance received by the City;
Assists Risk Manager in proving the public information and quotes about buying liability insurance required to hold events on City property thru the City's Special Events Liability policy;
Attends meetings, conferences, and workshops;
Performs all work duties and activities in accordance with City policies, procedures, and safety practices;
Attends work regularly at the designated place and time;
Supports continuous process improvement initiatives;
Performs related work as required.

Required Knowledge and Abilities

Good knowledge of financial enterprise applications and common office tool software;
Good knowledge of business arithmetic;
Ability to handle confidential administrative information with tact and discretion;
Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;
Ability to negotiate and work cooperatively with all parties to achieve the best possible outcome;
Proven ability to actively listen and communicate both in writing and orally complex issues;
Ability to treat both external and internal customers professionally at all times;
Comprehensive and working knowledge of laws, regulations, medical and insurance terminology related to risk management;
Ability to communicate effectively and maintain working relationships with engineers, contractors, utility representatives, other City employees, supervisory personnel, and the public, both orally and in writing, using both technical and non-technical language;
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
Ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Graduation from an accredited college or university with a Bachelor's Degree in business, public administration, legal studies, claims adjustment, or closely related field;
Considerable experience as a multi-line claims adjuster;
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Required Special Qualifications

Valid Iowa Driver's License upon appointment.

Essential Physical Abilities

Requires the following with or without reasonable accommodation:

Sufficient clarity of speech and hearing, which permits the employee to communicate effectively;

Sufficient vision, which permits the employee to review a wide variety of written correspondence, reports and related materials in both electronic and hard copy form;

Sufficient manual dexterity, which permits the employee to operate a keyboard and produce handwritten materials and notations;

Sufficient personal mobility, which permits the employee to visit various and other work stations in the City.