

SCHOOL DISTRICT OF ESCAMBIA COUNTY

JOB DESCRIPTION

CLAIMS ADJUSTER

QUALIFICATIONS:

- (1) Bachelor's Degree from an accredited educational institution.
- (2) Minimum of seven (7) years experience in Workers' Compensation as adjuster or supervisor in the state of Florida.
- (3) Possess a valid Workers' Compensation Adjuster's license from the state of Florida Insurance Commissioner's office (preferably an all-lines license).
- (4) Qualifications may vary from the above requirements to such a degree as the Superintendent and Board determine is necessary and appropriate to ensure properly qualified personnel in each specialized assignment.

KNOWLEDGE, SKILLS AND ABILITIES:

Demonstrated knowledge of and experience in the basic principles in the field of Workers' Compensation liability claims, with a heavy litigation background. Demonstrated ability to handle claims to conclusion, including investigations, depositions, mediations, negotiations with attorneys and Workers' Compensation hearings. Must possess thorough knowledge of written and case law regarding Workers' Compensation and general liability. Knowledge in the field of industrial medicine. Knowledge of the rehabilitative process of injured workers, vocational evaluation and job placement. Knowledge of medical and legal terminology. Knowledge of legal requirements of claims and litigation process. Ability to communicate effectively, both orally and in writing.

REPORTS TO:

Director II - Risk Management

JOB GOAL

To serve the educational process by protecting the assets of the School District through the proper investigation of employee accidents and handling payments, claim files, Workers' Compensation and liability litigation.

SUPERVISES:

Risk Management Specialist

PERFORMANCE RESPONSIBILITIES:

Service Delivery

- * (1) Supervise the management of litigation defense of liability and Workers' Compensation cases.
- * (2) Assist and advise the Director in analyzing loss and claim trends and costs.
- * (3) Assist rehabilitation providers in placing injured employees in duties that are within their physical limitations.

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- * (4) Prepare drafts of claim investigations and handling procedures for approval by the Director.
- * (5) Coordinate with the Director the proper investigation, reserving and payment of all claims.
- * (6) Plan and organize the accumulation of dates for required Workers' Compensation statutory reporting.
- * (7) Serve as department leader for the section on claims adjustment, investigation and payment.
- * (8) Provide expert testimony in court hearings and depositions.
- * (9) Ensure that industry standards are met or exceeded in regard to the Workers' Compensation claims handling process and state auditing standards.
- * (10) Monitor the performance of the medical providers listed under the Managed Care Arrangement as provided by Florida Statute 440.0.

Inter / Intra-Agency Communication and Delivery

- * (11) Interact with school and District personnel and legal and medical professionals to maintain proper claim management practices, ensure litigation assistance by providing information in a timely manner, ensure that proper and timely medical treatment is provided to injured workers and ensure injured workers receive proper rehabilitation and job placement.
- * (12) Keep the Director informed of potential problems or unusual events.

Professional Growth and Improvement

- * (13) Keep well informed about current trends and best practices in areas of responsibility.
- * (14) Maintain expertise in assigned areas to fulfill department goals and objectives.
- * (15) Maintain a network of peer contacts through professional organizations.
- * (16) Attend training sessions, conferences and workshops to keep abreast of current practices, programs and legal issues.

Systemic Functions

- * (17) Supervise assigned personnel, conduct annual performance appraisals and make recommendations for appropriate employment action.
- * (18) Prepare or oversee the preparation of all required reports and maintain appropriate records, including the maintenance of accurate accounting and documentation of claim payments and the preparation of reports to send to the Division of Workers' Compensation.
- * (19) Represent, consistently, the District in a positive and professional manner.
- (20) Perform other incidental tasks consistent with the goals and objectives of this position.

Leadership and Strategic Orientation

- * (21) Provide leadership and direction for the assigned areas of responsibility.
- * (22) Utilize appropriate strategies and problem solving tools to make decisions concerning planning, utilization of funds, delivering services and evaluation of services provided.
- * (23) Assist in implementing the District's goals and strategic commitments.
- * (24) Set high standards and expectations for self and others.
- * (25) Demonstrate initiative in identifying potential problems or opportunities for improvement and take appropriate action.
- * (26) Facilitate problem solving by individuals or groups.

PHYSICAL REQUIREMENTS:

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan.
Length of the work year and hours of employment shall be those established by the District.

CLAIMS ADJUSTER (Continued)

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Job Description Supplement No. 11

*Essential Performance Responsibilities

PROFESSIONAL SALARY SCHEDULE – PAY GRADE 6

Date of Board Approval: August 21, 2001

Date of Revision: October 22, 2002