

WASHINGTON COUNTIES RISK POOL JOB DESCRIPTION

<u>Position:</u>	CLAIMS ANALYST
<u>Reports to:</u>	Claims Manager
<u>FLSA Status:</u>	Exempt
<u>Experience Level:</u>	Intermediate
<u>Annual Salary:</u>	\$68,832 or higher depending on qualifications and experience

Nature of Work: Investigates, evaluates, negotiates and settles assigned bodily injury and property damage liability claims consistent with the Pool's established Claims Handling Policies & procedures. Claim files generally consist of low-to-medium exposure claims filed against county government. Oversee and coordinate with member counties in the handling of claims and in seeing claims through closure.

Duties and Responsibilities:

1. Promptly and effectively handle to conclusion all assigned claims with moderate direction and oversight.
2. Handle moderately complex liability claims and, on occasion, litigated claims, as assigned.
3. Interview, telephone, and/or correspond with member counties, claimants and witnesses to evaluate liability, injuries and damage.
4. Make decisions, including evaluating, negotiating and settling claims within assigned levels of authority and consistent with established procedures.
5. Set, review and adjust reserves in accordance with Pool practices to ensure reserve adequacy.
6. Submit severe incident reports, reinsurance reports and other information to insurers and management as needed.
7. Attend settlement conferences on non-litigated and, on occasion, litigated claim files.
8. Respond to specific inquiries from member counties, claimants and staff members on claims.
9. Utilize independent adjusters and attorneys as needed and in accordance with established policies and procedures.
10. Maintain liaison with excess carriers or reinsurers as required.
11. Adhere to high standards of professional conduct while providing delivery of superior claims service to member counties.
12. Perform other functions as assigned.

Knowledge, Skills and Abilities:

1. Experience in the use of claims management information systems.
2. Excellent interpersonal, oral and written communication skills.
3. Strong organizational skills.
4. Ability to plan, organize, multi task, and perform work with moderate supervision and direction.
5. Demonstrated ability to evaluate, negotiate and resolve moderately complex liability claims including claims involving coverage issues.

6. Ability to establish and maintain cooperative and effective working relationships.
7. Problem solving and negotiation skills.
8. Flexibility to travel and work irregular hours when required.
9. 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.
4. Minimal to moderate travel required which may include overnights.

Minimum Qualifications:

1. AA degree in business, public administration*, or AIC certification, **and** minimum of three (3) years of claims adjusting experience; **or** any combination of education and progressively responsible experience which would provide the applicant with the ability to perform job duties.
2. A valid unrestricted (except vision) Washington State driver's license and a driving record meeting WCRP standards.