



COUNTY OF NYE

CLASS TITLE: *Claims Administrator*

BASIC FUNCTION:

Under the direction of the Nye County Risk Manager, the Claims Administrator will be responsible for managing and processing insurance claims, including general liability, property, and workers' compensation claims. The Claims Administrator will also be responsible for maintaining compliance with all relevant laws, regulations, and County policies, and ensuring that insurance certificates are compliant with County requirements.

REPRESENTATIVE DUTIES: *(Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the representative duties).*

- Manage and process insurance claims (general liability, property, workers' compensation) from initial intake to final resolution
- Investigate and assess the validity of claims and make recommendations for payment or denial to the Risk Manager
- Communicate with insurance companies, adjusters, and other stakeholders to obtain and provide information related to claims
- Evaluate policy language and coverage to ensure that claims are handled according to policy provisions and limitations
- Document all claims activity and ensure that claims files are accurate and up-to-date in the Risk Management software
- Monitor claim activity and report on trends, issues, and potential fraud
- Collect, manage, and maintain insurance certificates
- Ensure that insurance certificates are compliant with County requirements and up-to-date in the Risk Management software
- Manage and track Notice of Injury forms and workers' compensation time for payroll purposes
- Maintain contact with employees for up-to-date status and submission of proper paperwork from doctors
- Coordinate light duty work assignments and facilitate early returns to work and transitional duty assignments
- Track and compile information using specialized software and prepare reports as requested
- Ensure compliance with OSHA regulations and reporting procedures. Maintain the OSHA 300 log and transmit reports to the County's Third Party Administrator and/or Workplace Safety Officer for review and follow-up
- Provide excellent service to claimants and other stakeholders
- Ensure compliance with all relevant laws, regulations, and County policies

EDUCATION AND EXPERIENCE:

Any combination of training, education, and experience would provide the required knowledge and abilities. A typical way to gain the required knowledge and ability is: High School diploma or general education degree (GED); and 2-5 years insurance experience and administrative / secretarial experience.

KNOWLEDGE OF:

Insurance principles, claims investigation techniques, and legal processes. They should have a good understanding of workers' compensation laws and regulations, as well as relevant OSHA regulations and reporting procedures. Strong analytical skills, attention to detail, and excellent communication skills are essential for this role.

ABILITY TO:

Effectively use Microsoft Office and other required software. Execute strong analytical skills, show attention to detail, and have excellent communication skills, both written and verbal. Strong organizational skills are a must.

LICENSES:

Valid Nevada driver's license required within two weeks.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Not applicable.

CONTACTS:

Risk Manager, Safety and Workplace Training Officer, Department Managers – All, County Manager, Elected Officials and Commissioners; Department Heads and Supervisors, Co-workers and other Department Personnel.

PHYSICAL EFFORT:

The physical and mental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Strength, dexterity, coordination and vision to perform workplace inspections; move from place to place within the office and other work sites; walk, stand, sit or drive for prolonged periods of time; handle files, stacks of paper, safety equipment and other materials; and occasionally lifting of items up to 25 pounds.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

WORKING CONDITIONS:

Work is performed under the following conditions: Work is performed in a standard office environment and various indoor and outdoor off-site locations.

THIS JOB SPECIFICATION SHOULD NOT BE CONSTRUED TO IMPLY THAT THESE REQUIREMENTS ARE THE EXCLUSIVE STANDARDS OF THE POSITION. INCUMBENTS MAY BE REQUIRED TO FOLLOW ANY OTHER INSTRUCTIONS, AND TO PERFORM ANY OTHER RELATED DUTIES AS MAY BE REQUIRED BY THEIR SUPERVISOR.

CONDITIONS OF EMPLOYMENT:

Nye County participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each applicant's Form I-9 to confirm work authorization. All candidates who are offered employment must complete Section 1 of the Form I-9 along with required proof of their right to work in the United States and proof of their identity prior to starting employment. Please be prepared to provide required documentation as soon as possible after the job offer is made.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.