

# Trindel Insurance Fund

## Workers' Compensation Claims Technician

### Position Description

FLSA Status: Exempt \_\_\_\_\_ Non-Exempt X

#### **POSITION PURPOSE**

The Workers' Compensation Claims Technician, under the direct supervision of the Trindel Insurance Fund Director of Workers' Compensation, is responsible for providing clerical support as outlined in the "Essential Duties". The Claims Technician will also work closely with Trindel Insurance Fund staff, and Member County staff.

This position may provide additional work related opportunities for professional advancement on a case-by-case basis within the Trindel organization.

#### **ORGANIZATION FIT:**

This position reports to the Director of Workers' Compensation Programs. The incumbent works in support of Trindel's mission and the goals and objectives of the Fund to provide extraordinary customer service and support to internal and external customers.

Number of employees supervised: 0

#### **JOB SETTING**

This position is located in a professional office environment that provides comprehensive Insurance and Risk management services for counties belonging to Trindel Insurance Fund, a joint powers authority. Trindel's administrative office is located in Weaverville California, with a service area throughout northern and central California and eastern Sierra locations of the state.

**ESSENTIAL DUTIES** (*Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*):

- Scan and index incoming mail.
- Verify, calculate, scan, and process mileage reimbursement for injured employee's as directed by claims examiner.
- File and serve medical records to applicant and defense attorneys as directed by claims examiner.
- Process referrals to defense attorneys as directed by claims examiner.
- Process outgoing mail.
- Process proof-of-service forms for outgoing benefit notice letters as directed by claims examiner.
- Prepare binders for claims reviews as directed by claims examiner.

- Request subpoenaed records as directed by claims examiner.
- Back-up phone receptionist for Trindel Administrative Assistant.
- Perform various routine clerical duties, utilizing standard office equipment to include, but not limited to the following: maintaining calendars; entering information into databases and spreadsheets; making photocopies; faxing documents; typing; and word processing.
- Perform other duties as assigned by the Director of Workers' Compensation
- Perform all work in a safe and effective manner

**MINIMUM QUALIFICATIONS. Abilities required for the essential duties:**

**KNOWLEDGE & SKILLS:**

- PC literate, including Microsoft Office (Word, Excel)
- Efficient and accurate keyboarding skills
- Effective analytical and interpretive skills
- Strong organizational & interpersonal skills
- Ability to work in a team environment
- Ability to work independently
- Excellent oral and written communication skills
- Knowledge and experience in office management and organization
- Strong verbal and written communication skills for effective phone, email and related interpersonal work assignment or functions

**Interpersonal Skills Required:**

- Effective and professional relationships with co-workers within immediate work group, outside the immediate department, and with key contacts outside the organization.
- Effective and productive communications skills; speaks well, communicates ideas clearly. Writes well, clearly and concisely. Is approachable and open to discussion.
- Conducts self in a professional manner at all times. Treats others with respect at all times. Does not tolerate discrimination based on race, gender, religion, ethnic background, national origin or disability. Willingly shares knowledge and information with others.
- Manages multiple priorities professionally with minimum disruption to others. Organized and proactively manages work environment. Responds to unexpected challenges successfully without losing track of daily responsibilities. Prioritizes workload in order of importance. Reliably follows through with job assignments.
- Learns, applies and retains new methods and information. Creative in solving problems. Exhibits a "can do" attitude with a positive approach to challenges. Views obstacles as opportunities to learn and grow.

### Physical and Mental Analysis

Position: Claims Technician

Department: Workers' Compensation

When considering time spent during an 8 hour workday:

**Occasionally equals 1% to 33%; Frequently equals 34% to 66%; Continuously equals 67% to 100%.**

Please note some functions are performed monthly or annually can be considered essential.

Use N/A if the skill/effort does not apply.

<b>Physical Effort</b>	<b>Occasionally</b>	<b>Frequently</b>	<b>Continuously</b>
Stationary Position			X
Sitting/Standing			X
Move/Traverse Walk/Crawl/Stoop/ Kneel/Crouch/Run		X	
Ascend/Descend			
Climb: Steps/Stairs/Ladders/ Inclines/Ramps	X		
Reach Overhead	X		
Crouching		X	
Balancing	X		
Pushing or Pulling		X	
Communicate: converse with, convey, express self, exchange information			X
Use hands/fingers: operate, activate, use, place, position, inspect, grasp			X
Lift: move, transport, position, place			
10lbs or less			X
11 to 25 lbs		X	
26 to 50 lbs	X		
51 to 75 lbs	N/A	N/A	N/A
76 to 100 lbs	N/A	N/A	N/A
Over 100 lbs	N/A	N/A	N/A
Carry			
10lbs or less		X	
11 to 25 lbs		X	
26 to 50 lbs	N/A	N/A	N/A
51 to 75 lbs	N/A	N/A	N/A
76 to 100 lbs	N/A	N/A	N/A
Over 100 lbs			
Eye/Hand Coordination			X
Depth Perception	X		

**Position Description  
Physical and Mental Analysis**

<b>Mental Effort</b>	<b>Occasionally</b>	<b>Frequently</b>	<b>Continuously</b>
Thinking Analytically			X
Communication: Use effective communication skills (written, verbal, etc.)			X
Handle stress/emotions	X		
Concentrate on tasks			X
Maintain mental focus			X
Recall names/details			X
Decision making	X		
Adjust to changes			X
Examining/Observing details			X
Discriminating colors	X		

<b>Performance</b>	<b>Occasionally</b>	<b>Frequently</b>	<b>Continuously</b>
Attendance			X
Work assigned hours			X
Regular hours			X
Evening/Weekends	N/A	N/A	N/A
On Call	N/A	N/A	N/A
Attend Work Meetings		X	
Direct others	N/A		
Cooperate with Others			X
Work in a Team Environment			X
Handle Confidential Information			X
Work with the Public	X		
Computer Use			X
Phone Use		X	
Meet deadlines			X
Keep organized workspace			X
Perform math calculations	X		
Operate Office Equipment			X
Operate Motor Vehicle	X		

Notes: This position requires the individual to be dedicated to providing a very high level of customer service and confidentiality. Must have a very positive mental outlook and "can do" attitude. Performs all work in a safe and efficient manner at all times. Follows safety rules, policies and practices on a continual and on-going basis.

Completed by: Randy Robertson  
Date: June 2015

Reviewed by: \_\_\_\_\_  
Date: \_\_\_\_\_