

RIVERSIDE COMMUNITY COLLEGE DISTRICT

CASUALTY CLAIMS COORDINATOR

BASIC FUNCTION: Under the direct supervision of the Director, Risk Management, Safety & Police Services, and indirect supervision of General Counsel, this position performs duties in support of the District's Legal and Risk Management claims programs to include support in the areas of District litigation, workers' compensation, liability and property claims, student insurance losses, and insurance programs managed through the District.

REPRESENTATIVE DUTIES:

1. Coordinates treatment plans and facilitates an injured worker's successful return-to work with clinics.
2. Attends all claim reviews with the third party administrators (TPA) to help reinforce the District's expectations and claim philosophy.
3. Compiles data from loss runs into regular, comprehensive loss reports for the Director, Risk Management, Safety & Police Services and Business and Financial Services (includes loss type, frequency and severity, and other reports as needed).
4. Assists TPA's in the investigation of all claims, coordinates the information exchange with TPA (personnel files, etc.), and generates written recommendations for further handling.
5. Coordinates resolution of all claims with the TPA's and insurance carriers to include settlement authority requests, etc.
6. Maintains the designated medical facility panel, updates the medical network as needed.
7. Attends settlement conferences, trials, and depositions on all litigated claims.
8. Receives, logs, and processes subpoenas received by the district, assist in the handling of California Public Records Act requests, and coordinates certificate of insurance requests.
9. Coordinates all requisitions, payments, and ensures funds are available for all Risk Management costs including the monthly wire transfer for the WC program.
10. Represents Risk Management during monthly New Hire Orientation and updates NEO forms when needed.
11. Represents Risk Management during the HRER accommodations process and coordinates distribution of the TTD report to HRER for reconciliation with leaves of absence.
12. Coordinates annual renewals of insurance policies including working with other departments to get updated financials and employee numbers and add updated building information.
13. Coordinates discovery responses with Legal and Risk Management to ensure a timely response to all inquiries.
14. Performs other duties, related to the position, as assigned.

EDUCATION AND EXPERIENCE: High school graduate and working toward an Associate's degree preferred, with coursework in workers' compensation, legal, or a related field preferred. An Associate in Claims designation (AIC) or working towards an Associate in Claims or an Associate in Risk Management (ARM), or other designation is desired. Five (5) years of general risk management or legal experience involving workers' compensation, general liability, property, insurance, and claims management. Consideration can be given to experience that includes a combination of training and

experience that could likely provide the desired skills, knowledge or abilities necessary for the job functions of this position.

KNOWLEDGE OF:

- Modern office equipment, practices, and software; file, records and report management techniques.
- Workers' compensation processes and reporting requirements.
- Knowledge of general liability, property and insurance claims processes.
- Basic knowledge of purpose and design of return to work programs.
- Knowledge of general rules and regulations impacting workers' compensation and safety.
- Professional and tactful negotiation and persuasion skills to achieve objectives within the claims community.
- Communication and report writing methods to make presentations to supervisor, managers and department heads.
- Problem solving techniques and analytical principles to evaluate claims and legal matters and evaluate policies.

ABILITY TO:

- Perform basic mathematical computations and prepare statistical reports.
- Maintain confidentiality of records of reports; perform a variety of duties in support of the District's risk management programs.
- Learn and adapt to operations, policies and objectives of the District.
- Meet schedules, timelines, and deadlines.
- Communicate effectively both orally and in writing and establish and maintain cooperative and effective working relationships with others.
- Compile, analyze and interpret claim information to facilitate decision-making.
- Work well with District departments and the public.
- Investigate claims and assess liability.
- Recommend revisions to the loss control program.
- Provide input relative to the performance of contractors and vendors.

CONTACTS: Co-workers, District staff, medical offices, insurance and claims representatives and the general public

PHYSICAL DEMANDS: Regular and routine use of computer and telephone; bending, reaching, walking, sitting for long periods of time. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds. Will require occasional travel.

ENVIRONMENTAL ELEMENTS: Employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socio-economic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 222-8039.