

# NEW CASTLE COUNTY GOVERNMENT

Number 0294

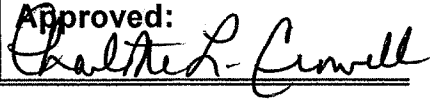
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Date 12/05/05

## CLASS SPECIFICATION

Title: INSURANCE CLAIMS ASSISTANT

Approved:



**GENERAL STATEMENT OF DUTIES:** Performs varied technical and administrative work in assisting the insurance administrators in the performance of the administrative duties of the risk management/insurance function for New Castle County; does related work as required.

**DISTINGUISHING FEATURES OF THE CLASS:** An employee in this class performs responsible technical and administrative work involving the exercise of judgement in the application of prescribed procedures and methods to insurance matters. This employee will provide assistance in all areas of insurance administration to include claim handling and loss prevention. This is a confidential position dealing with sensitive labor relations matters and confidential matters relating to risk management issues.

### EXAMPLES OF WORK: (Illustrative only)

- Compiles, prepares and maintains statistical reports relating to insurance claims;
- Handles routine insurance claims, including medical only and property damage claims;
- Establishes and maintains insurance claims information, database and files;
- Obtains records relating to insurance claims;
- Maintains account records for insurance bills and processes bills;
- Handles subrogation of insurance claims;
- Assists with the administration of safety programs and training;
- Prepares routine correspondence relating to insurance issues;
- Prepares payroll adjustments;
- Promote an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a data processing terminal, personal computer and other related equipment in the course of the work.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:** Good knowledge of insurance and worker's compensation law, loss control methods and insurance and medical terminology; good knowledge of accounting principles; ability to make decisions in accordance with laws, ordinances, regulations and established policies; willingness and ability to learn a variety of tasks of progressively increasing difficulty; ability to operate various computer software packages, data processing terminal, personal computer and other related equipment; ability to understand and follow complex oral and written directions; ability to do research; ability to prepare clear and concise reports; ability to communicate

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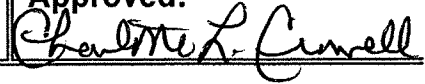
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courteously and effectively, both verbally and in writing; ability to maintain effective and courteous working relationships with brokers, carriers, department managers, union officials, employees and the general public; thoroughness and dependability; ability to pass a Class III County physical examination.

ACCEPTABLE EXPERIENCE AND TRAINING: At least two years experience in the handling of workers' compensation and auto insurance claims and at least two years of college with major course work in business administration or accounting; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### HISTORY OF REVISIONS:

Established: 02/14/96

Revised: 08/09/99

Revised: 12/05/05