

Senior Claims Examiner

Position Details

Class Code: 2099

Job Family: Business/Finance

Classification: Support Professional

Terms of Employment: [Pay Grade 57 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

Position Summary

Under minimal direction, manages medium to high severity claims arising from one or more lines of insurance in area(s) of specialty, from inception to closure.

Essential Duties and Responsibilities

This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Oversees and directs post-loss assessments; determines scope and resources required in conducting claims investigations.
2. Serves as Clark County School District (CCSD) liaison and coordinates support to CCSD site administrators, claims adjusters/examiners, and other allied parties or counsel to facilitate claimant management, cost containment, claim closure, or settlement.
3. Develops and delivers presentations to CCSD employees; disseminates information following accidents or injuries.
4. Audits representative claim filings and third party claim handlers, reviews billings, and makes appropriate billing adjustments based on audit results.
5. Prepares post injury/loss analysis and coordinates input for further technical follow-up and remedial action by appropriate CCSD administrators.
6. Researches pertinent statutes, case law, and professional publications in developing information for District administrators in support of case management or legislative input.

7. Attends and participates in appeals or administrative/legislative hearings, as needed.
 8. Settles or directs closure of claims in accordance with CCSD regulations.
 9. Handles subrogation, subsequent injury fund, and excess insurance claims.
 10. Develops and maintains database management systems in support of underwriting, actuarial, financial, or CCSD management decision-making needs.
 11. Activates appropriate level of response to accident investigations.
 12. Prepares reports as requested.
 13. Reviews and monitors contract providers (third party administrators, managed care organizations, independent adjusters, etc.) to ensure that work on CCSD self-insured or high-retention programs is performed according to state statutes/regulations.
 14. Conforms to safety standards as prescribed.
 15. Performs other tasks related to the position as assigned.
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Distinguishing Characteristics

Involves advanced knowledge of technical aspects of field(s) of specialty (Workers Compensation, Property, Liability, etc.) Involves conducting, overseeing, and directing post-loss assessments. Determines scope and resources required to conduct claims investigations and bring claims to a timely conclusion.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of case law precedents, statutory/medical documentation research and analysis techniques.
2. Knowledge of business administration practices and database management systems.
3. Knowledge of insurance industry claims management standards and actions.
4. Knowledge of vocational rehabilitation techniques, personnel practices, regulations, and principles.
5. Knowledge of claims investigation, processing, and settlement procedures.
6. Ability to conduct problem analysis and make recommendations.
7. Ability to understand and explain laws, regulations, procedures, and financial reporting.
8. Ability to write clear, accurate, and concise reports and documentation.
9. Ability to coordinate multiple projects and meet predetermined deadlines.

10. Ability to make presentations to individuals or large groups.
 11. Ability to handle potentially adversarial conversations with claimants and customers.
 12. Ability to perform complex mathematical computations and statistical analyses.
 13. Ability to use a computer and software applications related to assignment.
 14. Ability to process confidential information and be responsive to the needs of others.
 15. Ability to supervise, train, and evaluate employees.
 16. Ability to work flexible hours/shifts.
 17. Ability to develop and maintain effective working relationships with staff, other agencies, and the public.
 18. Ability to recognize and report hazards and apply safe work methods.
 19. Possess physical and mental stamina commensurate with the responsibilities of the position.
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Position Requirements

Education, Training, and Experience

1. High school graduation or other equivalent (General Educational Development (GED), foreign equivalency, etc.).
2. Three (3) years of claims management experience in area(s) of specialty; plus, appropriate professional insurance designation from American Institute of Chartered Property Casualty Underwriters/Insurance Institute of America (AICPCU/IIA), or comparable international designation in Claims or Risk Management; or,
Five (5) years of claims management experience in area(s) of specialty; or, Associate's degree in Risk Management, Business Administration, Finance, or related field; plus, three (3) years of claims management experience in area(s) of specialty; or,
Bachelor's degree in Risk Management, Business Administration, Finance, or related field; plus, one (1) year of claims management experience in area(s) of specialty.

Licenses and Certifications

1. A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada. License must be maintained for the duration of the assignment.

2. Current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles (DMV) at the time of application or Qualified Selection Pool (QSP) placement and at the time of interview prior to final selection.
3. Safe driving record. Safe driving record must be maintained for the duration of the assignment.

Preferred Qualifications

1. Advanced degree(s) or certification in claims adjusting, risk management, or insurance.
 2. Completion of courses in claims, law, or finance.
 3. Paralegal work experience.
 4. Possession of a valid Nevada Adjuster's License in field(s) of specialty (Worker's Compensation, Liability, etc.) applicable to the position.
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Document(s) Required at Time of Application

1. High school transcripts or other equivalent (GED, foreign equivalency, etc.).
 2. College transcript(s) from an accredited college, university, or trade school, if applicable.
 3. Copy of a valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada.
 4. Copy of current driving history (dated within six (6) months from the date printed) issued by the DMV.
 5. Safe driving record.
 6. Specific documented evidence of training and experience to satisfy qualifications.
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Examples of Assigned Work Areas

CCSD Business and Finance Division and other sites/facilities.

Work Environment

Strength

Sedentary/light - exert force up to 20 lbs. occasionally, 10 lbs., frequently; negligible force, constantly.

Physical Demand

Frequent reaching, handling, fingering, talking, and hearing. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Vision: Frequent near acuity and occasional far acuity. Vision to read printed and online materials, Video Display Terminal (VDT) screens, or other monitoring devices.

Environmental Conditions

Climate-controlled office setting with temperatures ranging from mild to moderate cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

Hazards

Furniture, playground/office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

Examples of Equipment/Supplies Used to Perform Tasks

Computers, printers, typewriters, copy machines, calculators, fax machines, telephones, etc.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

Job Revision Information

- Revised: 05/03/24

- Created: 09/22/06