



# County of Anoka

## Employment Opportunity

An Affirmative Action/Equal Opportunity Employer

Apply online at: [www.anokacounty.us](http://www.anokacounty.us)

Opening Date: December 30, 2011  
Closing Date: January 13, 2012

Salary : \$20.66 - \$23.01 Hourly  
Job # : 11113

### CLAIMS COORDINATOR (TWO PART-TIME POSITIONS)

**Include responses to Supplemental Questions with the application no later than 4:30 p.m. on the closing date of the position.**

Anoka County is seeking two part-time (25 hours per week) Claims Coordinators. These positions are responsible for administering claims processing for the general liability, auto, property claims and/or worker's compensation claims against Anoka County by providing prompt, efficient and equitable claims service to the claimants and the county. The incumbents will administer the claims activities to ensure proficient investigation, evaluation, and cost-effective disposition of insured and self-insured claims in an impartial, unbiased manner. The anticipated schedule for these positions is Monday through Friday, 8:00 AM - 1:00 PM and 11:30 AM - 4:30 PM.

#### EXAMPLES OF ESSENTIAL DUTIES (ILLUSTRATIVE ONLY):

Processes all documents including First Report of Injury, Occurrence Reports, Notice of Claims, medical invoices, wage information, and other claim data; Investigates, analyzes and determines the validity of the County's liability for auto, property loss or damages, workers compensation, and allegations raised by claimants who allege that they have been damaged by the negligent acts of the County, or its employees and seeks to resolve the claim based upon an assessment of liability and damages asserted; Keeps detailed records of the outcome of each step in the claim settlement process; Pursues claims for subrogation proceedings in the collection of subrogation funds from third party interests; Provides quarterly statistical records of losses for liability, auto, property and workers compensation claims activity to County Board, Department Heads and Division Managers through the Risk Manager; Meets with County Attorney's staff on open liability claims for updated status and to review appropriate reserves; Represents Anoka County's interest at administrative conferences, hearings and court cases not involving the County Attorney's office; Maintains proper communication and coordination of services between County staff, third party administrator, employees and state agencies; Provides consultation and training to County personnel in claims processes and procedures to minimize overall claims costs; Responds to request from claimants, medical providers, attorneys, case managers, QRC's and others for information on workers compensation claims to facilitate effective medical care; Serves as the primary department contact with all claimants and all County personnel on claim and insurance-related issues; Coordinates meetings and training; Recommends policy and procedure changes to the Risk Manager in order to facilitate more efficient and effective claims handling; Develops and tracks all vehicle, property, workers compensation and general liability claims county-wide using database and spreadsheet software; Prepares reports required by state and other agencies such as OSHA for work-related injury reports.

#### REQUIREMENTS:

Bachelor's Degree in Business or related field and one to three years of administering claims coordination; or equivalent combination of related education and experience. AIC (Associate in Claims) designation preferred.

**Knowledge of:** Techniques of claims adjusting, including Tort law, reserving methods and practices.

**Ability to:** Apply the practices of claims adjustment, consistent with County policy and procedures; Communicate and maintain effective working relationships with government officials, department managers, legal and medical professionals, insurance company representatives and the general public; Understand and interpret state insurance laws and regulations; Work with details, deadlines; Organize and set priorities; Calm irate or frustrated claimants, provide accurate information and satisfactorily resolve claims; Manage multiple tasks simultaneously and to work effectively as a team member to accomplish tasks; Use a personal computer, including creating reports from a database, utilizing work processing and spreadsheet software.

Anoka County complies with the American's with Disabilities Act. (TDD - for hearing impaired 763-323-5544.) If you need an accommodation because of a disability, or have further questions regarding the application process, please call Human Resources at 763-323-5525.

#### Grade 11

Prorated Flexible Time Off and Holiday benefits.