



CLASS SPECIFICATION FOR:  
**Senior Claims Technician**

**General Statement of Duties:**

Provides technical assistance and support in the handling and processing of liability and worker's comp claims; provides technical support and training for division specific systems and interfaces; does related work as required.

**Distinguishing Features of Class:**

The incumbent in this class provides clerical, data entry, reporting and other support to Claims Adjusters and handles claims from initial reporting to resolution as assigned. An incumbent in this classification is also responsible to providing technical support for systems' end users as well as technical support for division specific systems and interfaces. Responsibilities afford opportunity for independent judgment in planning work and making technical determinations using subject matter expertise. Receives general supervision with difficult or unusual problems discussed with the supervisor.

**Examples of Assigned Duties** (*illustrative of the types and scope of duties and responsibilities assigned to positions in this class*):

- Reviews and processes new claims as assigned from time the claim is filed through resolution in a timely manner consistent with applicable legal guidelines and/or best practices including approving and processing related payments;
- Enters and maintains detailed claim related information into County and State databases from inception (opening) of claim through closing of claims and does related reporting as required;
- Creates and maintains detailed, complex, confidential records (paper and electronic) and prepares claims related charts, reports, memoranda and other related correspondence and obtains required documentation as needed;
- Reviews for accuracy and processes a wide variety approved claims related payments in the appropriate systems, including the County's current financial system;
- Processes payments received as required;
- Reviews invoices from hospitals and healthcare providers for accuracy, resolves any billing issues and processes for approvals and payment through the appropriate systems, including the County's current financial system;
- Provides technical support for the division by serving as a technical liaison with software and system vendors and owners (e.g. State systems) for upgrades, data migration, data cleanup and management efforts, and repairs;
- Trains division staff on how to use the systems and troubleshoots and resolves user and system issues making repairs as need under instruction of the vendor or coordinating vendor service/repairs;
- Processes and distributes incoming mail/faxes as quickly as possible due to sensitive nature and time requirements;
- Provides back-up coverage for other division staff as assigned;
- Responds appropriately to inquiries from employees, citizens, and other claims-related persons, third-parties and representatives for claims related activities and payments;
- Maintains current working knowledge of applicable claims laws, reporting requirements and job specific systems;
- Performs other duties as assigned.

**Required Knowledge, Skills and Abilities:**

Good working knowledge of Virginia Workers' Compensation Act and its application to claims processing; good knowledge of liability laws and property claims practices and procedures; good knowledge of knowledge of medical terminology; excellent research and critical thinking skills; sound logic and reasoning skills with the ability to research, interpret, understand, apply and communicate complex laws, concepts, rules, regulations, policies and procedures specific to assigned claim situations and related processes; ability to make sound decisions relative to assigned duties; ability to proactively identify problems and opportunities, propose effective solutions and implement approved solutions; critical attention to detail; ability to handle confidential information and deal tactfully with claimants, employees and County agencies; ability to communicate effectively, both orally and in writing; ability to create and maintain detailed confidential records; proficiency in the use of typical office equipment, personal computers and /or



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**Required Knowledge, Skills and Abilities continued:**

automated systems with the ability to enter, retrieve and analyze data and prepare reports; demonstrated technical proficiency in working with common business software products and industry specific databases and systems; ability to learn and use specialized systems; ability to serve as a technical liaison with software and system vendors for a wide variety of IT-centric duties including but not limited to troubleshooting, repairs, upgrades, interfaces, and training staff; basic math skills to make necessary calculations and payments; excellent communication and interpersonal skills with the ability to establish and maintain effective working relationships with County employees, the public and other parties relevant to area of claims responsibilities; ability to work independently to manage own workload and priorities and complete assignments as required; excellent customer service skills; tact; and courtesy.

**Minimum Education and Experience:**

Education: Graduation from High School;

Experience: Five (5) years of relevant professional experience providing office support with at least three (3) years experience in claims handling and processing;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**Additional Requirements:**

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.