

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 1375

TITLE: CLAIMS SPECIALIST II

GRADE: S-24

DEFINITION:

Under general supervision, manages the first line operation of claim activities including medical management and rehabilitation activities of the workers' compensation, automobile, general liability, property and professional liability self-insurance claims programs. Assigns, reviews and monitors all claims. Serves as contract manager responsible for monitoring the claims service provider's day to day operation; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

Full performance professional.

ILLUSTRATIVE DUTIES:

(The illustrative duties listed in this specification are representative of the class but are not an all inclusive list. A complete list of position duties and unique physical requirements can be found in the position description.)

Reviews all claim recommendations;
Performs analysis and adjusting of special claims and complaints;
Monitors and reports on production and quality assurance (audits);
Monitors internal/external customer service claim questions/concerns;
Provides oversight and direction for the care of seriously injured employees;
Administers procedures for reserving, recording and analyzing claims;
Provides technical direction to Claims Specialists;
Oversees the claims workflow;
Provides oversight of the rehabilitation process and maintains effective working relationship with agencies to expedite the return of disabled employees covered by workers' compensation to maximum function.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

(The knowledge, skills and abilities listed in this specification are representative of the class but are not an all inclusive list.)

Knowledge of the mission, goals, and objectives of claims management;
Knowledge of the principles, practices and techniques relating to claims management;
Ability to perform a variety of increasingly complex work in areas relating to claims management;
Ability to identify possible solutions for solving business problems;
Ability to communicate effectively orally and in writing;
Ability to use word processing, spreadsheet, and presentation software to prepare documents and to store, manipulate, analyze and present information;
Ability to train and supervise staff.

EMPLOYMENT STANDARDS:

Any combination of education, experience, and training equivalent to the following:
Graduation from an accredited four-year college or university with a bachelor's degree in the

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field related to insurance, claims management, finance, business administration, or other related field;

PLUS

Two years of complex claims professional work experience.

CERTIFICATES AND LICENSES REQUIRED:

None.

NECESSARY SPECIAL REQUIREMENTS:

Positions in this class may be subject to criminal history records checks and/or credit checks as a condition of initial or continued employment.

ESTABLISHED: August 23, 2010