



Claims Specialist 2

Reports to: Claims Manager
Status: Non-Exempt

JOB SUMMARY:

This position works in the Claims Department and is responsible for various aspects of the claims and litigation processes. Manages claims; assists in dispatching all incoming events as assignments to themselves, other WSTIP staff, third-party adjusters, or attorneys; reviews, approves, and processes adjuster, attorney, settlement, and Member check requests; trains Member claims staff personnel; and performs support functions for the Member Services and Finance departments at the Washington State Transit Insurance Pool (WSTIP). Responsibilities include but are not limited to; taking claimant and member phone calls and answering e-mails, in-house adjusting of both third and first-party claims, file and claimant reporting requirements, clerical, technical, and administrative support to departments outlined above and below. Assists with database integrity, maintenance, and quality assurance, generating various loss reports as requested by staff, member transits, and outside agencies. Manages, organizes, and generates documents and files for claims and litigation. This position does not directly supervise any internal staff members.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Duties may include, but are not limited to, the following:

Claims Duties:

1. Accurately inputs, retrieves, audits, monitors, and maintains data in WSTIP's Origami Risk Management Information System (RMIS, currently Origami Risk) database and document management system to update current files.
2. Manage, review, and adjust assigned claims.
3. Audits and monitors database and electronic claim files for accuracy and integrity.
4. Inputs first and third-manager party claims data and sets initial reserves.
5. Negotiates settlements within settlement authority extended for claims assigned.
6. Reviews and approves check-requests within stated guidelines and parameters.
7. Assists Members with data-entry as needed for Member support.
8. Reviews and attaches video and other claims support documents to document storage software as needed.
9. Records and processes indemnity and expense payment requests generated through the RMIS invoicing tasks and phone or email requests.
10. Manages external adjusters and maintains diaries for assigned claims in a timely and efficient manner.
11. Monitors claims support documents for accuracy and integrity; updates and changes as needed.
12. Accurately inputs third-party claims data, sets initial reserves, and updates reserves determined from analysis of claim information and discussions with involved parties, Member staff, and assigned adjusters.
13. Manages difficult callers and handles challenging negotiations with a knowledgeable, professional, and friendly demeanor.
14. Provides support and claims administrative assistance to the Claims Manager for processing and managing claims above established parameters and litigated files against WSTIP Members.
15. Follows federal regulations for MMSEA (Medicare) reporting with proper forms returned by independent adjusters.



16. Travel is an essential function of this position. The employee will need to travel to various locations throughout the State in person to meet with members, visit accident locations, examine physical evidence, attend witness interviews, depositions, arbitrations, and trials. This travel may be required on short notice as the case requires, in rural areas, and during inclement weather.
17. Reviews, completes, and closes claim files.
18. Manages claim documents in accordance with adopted retention schedules. Assists the Board Relations with responding to public records requests.
19. Provides claims direction and support to the Claims Specialist 1.
20. Performs other duties as assigned.

Administrative Duties:

1. Authors and distributes *Origami Roundup*; a newsletter with user information, tips, tricks, and new features for RMIS users in cooperation with the Pool Application Support Specialist.
2. Provides training and support to RMIS users including new user account setup and passwords. Provide backup support to the Pool Application Support Specialist for password resets and other RMIS tasks, as necessary.
3. Participates in agency-wide maintenance activities such as database cleanup, record retention, purging, and storage.
4. Support succession and business continuity planning efforts. This includes providing training to other employees designated to provide secondary support to critical aspects of your position.
5. Ensures new RMIS users sign the Acceptable Use Policy. Maintains appropriate records of such.
6. Provides support for the newsletter *Origami Roundup* in cooperation with the Pool Application Support Specialist. Assists the Pool Application Support Specialist with the maintenance of the newsletter distribution list.
7. Plans, organizes, and facilitates annual Claims Conference.
8. Creates and maintains departmental operations checklists.
9. Attend staff meetings, trainings, and seminars as requested.

Member Services and Finance Duties:

1. Provides support to the Member Services Department as needed.
2. Provides support to the Finance Department as needed; to include but not limited to accounting of subrogation, claim deposits, claim reserve reporting, invoicing, and payments.

STANDARDS OF PERFORMANCE:

- Actively support and incorporate WSTIP's and the Claim Department's vision, mission, core values and strategic priorities into daily activities.
- Work cooperatively with department managers, the Executive Director and Pool Members.
- Report to work as scheduled.
- Maintain confidentiality of all information related to Members, staff, employees, claimants, claims, and all other information as appropriate.
- Demonstrate positive interpersonal relations in dealing with fellow employees, WSTIP Members, WSTA employees, independent partners (Counsel and Adjusters), and vendors so that productivity and positive relations are maximized.
- Identify and work cooperatively with internal and external stakeholders on projects and communicate information and decisions through written communication and presentations.
- Strive to stay up to date through ongoing training, networking, and regular reviews of current relevant trade journals and other relevant materials.



KNOWLEDGE, SKILLS AND ABILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

- Modern business office practices
- Microsoft Office products including Outlook, Word, and Excel programs (intermediate level)
- Ability to learn and utilize WSTIP's Risk Management Information System (RMIS) (intermediate level)
- Insurance terminology (intermediate level)
- Legal and contract terminology (intermediate level)
- Spelling, grammar, and punctuation.
- Use of the internet for research purposes.

Ability to:

- Travel to accident locations, meetings, conferences, and seminars on occasion (including overnight stays) on a regular basis. Public transportation won't be sufficient for a WSTIP employee in one region of the state to get to the other regions of the state where our Members are. Public transit as an interconnected option for transportation between regions of the state isn't possible. As such, the employee hired for this position will need to have and maintain a driver's license such that they can drive their own car or drive a rental car as part of performing essential duties, responsibilities of this position.
- Work independently with limited supervision.
- Plan and organize work in an efficient, cost effective and results-focused manner.
- Work well under pressure and in high stress situations.
- Quickly switch from one task to another.
- Communicate effectively, both orally and in writing, including effective presentation skills.
- Manage multiple projects and priorities within appropriate deadlines.
- Interact favorably with people and work effectively in a team environment.
- Compose business documents using correct composition, spelling, grammar, and punctuation.
- Ability to keep sensitive and privileged information confidential.
- Establish and maintain cooperative and effective relationships with members, outside consultants, service providers, vendors, and the public.
- Operate personal computer, including word processing, spreadsheet, web-based applications at an intermediate level. Ability to use the internet for research, including learning and using CCC (appraisal research), and IVIPS (Department of Licensing) databases.
- Perform work accurately with strict attention to detail.
- Operate basic office machines such as fax, postage, and copy machines.
- Provide excellent customer service.
- Plan, coordinate, and manage multi-faceted events within an established budget.
- Stay up to date through ongoing training, networking, and regular reviews of current relevant trade journals and other relevant materials.
- Learn and practice appropriate network security principles.
- Manage and facilitate virtual meetings, as necessary.



QUALIFICATIONS:

A combination of experience, education, and training listed below, which provides an equivalent background to perform the work of this position, will be considered.

Experience:

- Desired: Two years claims handling experience preferred.
- Desired: Experience in subrogation techniques and procedures.
- Required: Four years in a professional and/or academic environment.
- Demonstrated ability to coordinate daily activities to meet schedules and complete assigned tasks.
- Intermediate proficiency in Microsoft Office products including Word, Excel, and Outlook.

Education and Training:

- Required: High school graduate (GED ok)
- Preferred: Paralegal certification preferred.

Licenses and Certificates:

- Required: Possession of a valid Washington State driver's license.

WORKING CONDITIONS/PHYSICAL DEMANDS:

Work is generally performed in a fast-paced office environment with frequent interruptions. Incumbent must be able to effectively utilize personal computers and related software.

Strength: Lifting and carrying general office supplies and files; typically weighing less than 25 pounds.

Manual Dexterity: Ability to consistently perform moderately difficult manipulative skills such as typing and word processing.

Mobility: Ability to climb ladders, stairs, ramps, stoop, kneel, crouch, reach and move around in crawl spaces and areas with low ceilings while making on-site physical risk control inspections. Ability to walk at least ½ mile on variety of surfaces. Ability to sit for extended periods of time.

Visual Discrimination: Ability to consistently identify objects and persons at a distance; read fine print on records and forms.

Hearing: Ability to consistently distinguish normal sounds with some background noise; multiple sounds in a stimulated environment; and verbal language and tones on the telephone.

Speech: Ability to speak clearly and make one-self understood in a one-on-one basis with individuals and in group settings.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.