



Claims Specialist 1 / Administrative Assistant

Reports to: Claims Manager

Status: Non-Exempt

JOB SUMMARY:

This position works in the Claims Department at the Washington State Transit Insurance Pool (WSTIP) and is responsible for various aspects of the claims process and has diverse responsibilities that include administrative support across the organization. Assists in dispatching all incoming events as assignments to themselves, other WSTIP staff, or third-party adjusters; coordinates information, document, and data gathering across the Membership, trains Member claims staff personnel; and performs support functions for departments at WSTIP. Responsibilities include but are not limited to; taking claimant and Member phone calls, returning voicemails, answering e-mails, in-house adjusting of both third and first-party claims, seeking to recover damages from other parties incurred during auto accidents (subrogation), creating and maintaining 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. 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 (approximately 75% of the workload):

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. 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. Processes invoice and 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. 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 Staff for processing and managing claims above established parameters, to include litigated files against WSTIP Members.
15. Follows federal regulations for MMSEA (Medicare) reporting with proper forms returned by claimants and 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 and completes claim files.
18. Manages claim documents in accordance with adopted retention schedules. Assists the Board Relations with responding to public records requests.
19. Provides back-up support to the Claims Specialist 2 position(s).
20. Performs other duties as assigned.

Administrative Duties (approximately 25% of the workload):

1. Authors and assist in distribution of 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.
10. Records deposits in Log in checks, process, and make WSTIP's deposits.
11. Onsite representative at the WSTIP office for external vendors who provide maintenance to the building.
12. Assists Board Relations with monthly, quarterly, and annually Executive Committee and Board meeting preparation.
13. Leads note/minute taking efforts for assigned committee and staff meetings.

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 and provide timely communication concerning schedule changes.
- 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 or learn each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability. 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 (advanced beginner or pre-intermediate level).
- Legal and contract terminology (advanced beginner or pre-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 at WSTIP's office and in a remote environment.
- Identify issues and proactively, reactively, and independently create and present solutions.
- 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 the experience, education, and training listed below which provides an equivalent background to perform the work of this position.

Experience:

- Desired: Experience in liability and property claims adjusting.
- Desired: Experience in subrogation techniques and procedures.
- Desired: Claims handling, paralegal, nursing, or similar analytic, detail oriented and customer service experience or training.
- Demonstrated ability to coordinate daily activities to meet schedules and complete assigned tasks.
- Proficiency in Microsoft Office products including Word, Excel, and Outlook.

Education and Training:

- Required: High school diploma (GED ok).

Licenses or Certificates:

- Required: Possession of a valid Washington State driver's license.
- Required: Ability to seek and become a notary public in Washington state.

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.