



Job Title: Claims Adjuster

Position Description

To perform this job successfully, an individual must be able to perform the essential job functions consistently and to the satisfaction of the employer. Reasonable accommodations may be made for qualified disabled individuals. This job description is not an exhaustive list, as employees may be required to perform duties not specifically designated within this document, at the employer's discretion. The Escambia County School District reserves the right to modify or interpret this job description as needed.

FLSA Status: Exempt
Reports to: Appropriate Supervisor or Designee
Supervises: Appropriate Staff as required
Pay Grade: Professional – 12

APPROVED
ESCAMBIA COUNTY SCHOOL BOARD
MAY 18 2021
DR. TIMOTHY A. SMITH, SUPERINTENDENT
VERIFIED BY RECORDING SECRETARY

JOB SUMMARY

The purpose of this position is to serve the educational process by protecting the assets of the School District through the proper investigation of employee accidents and handling payments, claim files, and litigation involving workers' compensation and property claim management, to assist in the returning of employees to productive employment (within limitations if necessary) through the Light-Duty Return to Work Program, reducing overall claim cost, and expenses related to loss of time and to ensure benefits are calculated accurately and delivered in a timely manner for state reporting and assessment.

ESSENTIAL JOB FUNCTIONS

- Effectively manages workers' compensation and property claims cases, including investigation and examination of claim forms, policies, physician reports, etc. to determine coverage and/or compensability.
- Supervises the management of litigation defense of workers' compensation cases and property claims.
- Investigates claims by interviewing claimants and witnesses, obtaining official reports, and comparing claims information with evidence.
- Documents and maintains electronic claims file and diary system.
- Identifies employment status, wage benefits, and disability for state forms.
- Assists rehabilitation providers in placing injured employees in duties that are within their physical limitations.
- Coordinates the Light-Duty Return to Work Program including assignment, monitoring, and return to regular employment.
- Prepares drafts of claim investigations and handling procedures for approval by the Director – Risk Management.
- Coordinates with the Lead Claims Adjuster and the Director – Risk Management regarding the proper investigation, reserving, and payment of workers' compensation claims.
- Plans and organizes the accumulation of dates for required workers' compensation statutory reporting.
- Prepares and files all lost time claims and any change of action to state through electronic data interchange (EDI).

- Reviews and authorizes payment of bills (medical and pharmacy), calculates lost wages, and processes for payment.
- Provides expert testimony in court hearings and depositions when required.
- Ensures that industry standards are met or exceeded in regard to the workers' compensation claims handling process and state auditing standards.
- Monitors the performance of the medical providers.
- Interacts with school and District personnel and legal and medical professionals to maintain proper claim management practices, ensure litigation assistance by providing information in a timely manner, ensure that proper and timely medical treatment is provided to injured workers, and ensure injured workers receive proper rehabilitation and job placement.
- Keeps the Lead Claims Adjuster and the Director – Risk Management informed of potential problems or unusual events.
- Prepares or oversees the preparation of all required reports and maintains appropriate records, including the maintenance of accurate accounting and documentation of claim payments and the preparation of reports to send to the Division of Workers' Compensation.
- Performs other duties as assigned.

MINIMUM REQUIREMENTS

- Bachelor's Degree from an accredited educational institution.
- Prefer five (5) years of experience in workers' compensation as an adjuster in the state of Florida.
- Possess a valid all-lines adjuster license from the Florida Department of Financial Services, Division of Insurance Agent and Agency Services.
- Qualifications may vary from the above requirements to such a degree as the Superintendent and Board determine is necessary and appropriate to ensure properly qualified personnel in each specialized assignment.

KNOWLEDGE, SKILLS, AND ABILITIES

- Requires the ability to demonstrate knowledge of and experience in the basic principles in the field of workers' compensation liability claims.
- Requires the ability to handle claims to conclusion, including investigations, depositions, mediations, negotiations with attorneys and workers' compensation hearings.
- Requires the ability to demonstrate thorough knowledge of written and case law regarding workers' compensation.
- Requires the ability to display knowledge in the field of industrial medicine.
- Requires the ability to display knowledge of the rehabilitative process of injured workers, vocational evaluation and job placement, including light-duty assignments.
- Requires the ability to display knowledge of medical and legal terminology.
- Requires the ability to display knowledge of legal requirements of claims and litigation process.
- Requires the ability to communicate effectively, both orally and in writing.
- Requires the ability to determine the approach for doing the work based on provided guidelines.
- Requires the ability to perform professional-level work dealing with data, people, and technology that relates to administrative, technical, scientific, engineering, accounting, legal, or managerial skills.

- Requires the ability to work in a responsive environment where co-workers or citizens bring problems for resolution.
- Requires the ability to determine individual benefit eligibility.
- Requires the ability to make recommendations that impact the budget.
- Requires the ability to use computers for word processing and/or accounting purposes and internal IT programs and system software.

PHYSICAL DEMANDS

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force as frequently as needed to move objects. The work also requires the following physical abilities in order to perform the essential job functions: fingering, hearing, mental acuity, repetitive motion, speaking, talking, and visual acuity.

WORKING CONDITIONS

Employees in this position work in a relatively safe, secure, and stable work environment.

Date of Board Approval: June 20, 2017, effective July 1, 2017

Date of Revision: May 18, 2021

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