



Job Title: **Lead 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 – 6

APPROVED
ESCAMBIA COUNTY SCHOOL BOARD

JUNE 20, 2017

MALCOLM THOMAS, 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, reporting, Workers' Compensation, and liability litigation in a lead position.

ESSENTIAL JOB FUNCTIONS

- Supervises the management of litigation defense of liability (auto, general, and property) and Workers' Compensation cases in a lead role.
- Assists and advises the Director in analyzing loss and claim trends and costs.
- Adjusts Workers' Compensation claims and liability claims (auto, general, and property).
- Assists rehabilitation providers in placing injured employees in duties that are within their physical limitations.
- Prepares drafts of claim investigations and handling procedures for approval by the Director.
- Coordinates with the Director the proper investigation, reserving and payment of all claims.
- Transmits claim data and information to the State and CMS.
- Plans and organizes the accumulation of dates for required Workers' Compensation statutory reporting.
- Serves as department leader for the section on claims adjustment, investigation, and payment.
- Provides expert testimony in court hearings and depositions.
- 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 listed under the Managed Care Arrangement as provided by Florida Statute 440.0.
- 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 Director informed of potential problems or unusual events.
- Attends training sessions, conferences, and workshops to keep abreast of current practices, programs, and legal issues.
- Supervises assigned personnel, conducts annual performance appraisals, and makes recommendations for appropriate employment action.
- 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.
- Represents, consistently, the District in a positive and professional manner.
- Utilizes appropriate strategies and problem solving tools to make decisions concerning planning, utilization of funds, delivering services, and evaluation of services provided.
- Assists in implementing the District's goals and strategic commitments.
- Performs other duties as assigned.

MINIMUM REQUIREMENTS

- Bachelor's Degree from an accredited educational institution.
- Minimum of seven (7) to ten (10) years of experience in Workers' Compensation as adjuster or supervisor in the state of Florida.
- Possess a valid Workers' Compensation Adjuster's license from the state of Florida Insurance Commissioner's office (preferably an all-lines license).
- 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 display knowledge of and experience in the basic principles in the field of Workers' Compensation liability claims, with a heavy litigation background.
- Requires the ability to handle claims to conclusion, including investigations, depositions, mediations, negotiations with attorneys, and Workers' Compensation hearings.
- Requires the ability to display thorough knowledge of written and case law regarding Workers' Compensation and general liability.
- 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.
- 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 work from a general outline of duties and responsibilities.
- 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 accept, receive, and/or collect payments.
- Requires the ability to determine individual benefit eligibility.

- Requires the ability to make recommendations that impact the budget.
- Requires the ability to use small office equipment, including copy machines or multi-line telephone systems.
- Requires the ability to use computers for data entry and for word processing and/or accounting purposes.

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: mental acuity, speaking, visual acuity, and talking.

WORKING CONDITIONS

Employees in this position work in a safe and secure work environment that may periodically have unpredicted requirements or demands.

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

Date of Revision: