

CLAIMS CLERK

CODES/PAY RANGE

Class Code: 1514

EEO Code: F

Pay Range: 115

MAJOR FUNCTION

Responsible and specialized clerical work in the claims handling operation of the Risk Management Program.

ILLUSTRATIVE DUTIES

(NOTE: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Creates files for workers' compensation and liability claims.

Processes medical bills, indemnity payments, expense payment on workers' compensation claims as mandated by state law. Processes settlement and expense payments on liability claim files.

Issues vouchers on a weekly basis for all payments processed during the week.

Writes correspondence relative to workers' compensation and liability claims.

Schedules independent medical evaluations.

Transcribes dictation relating to claims file.

Maintains detailed record keeping for each claim file. Processes medical bills through the medical review system.

Performs related work as required under direction of a supervisor or adjuster.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of practices and techniques of record keeping.

Ability to type, use calculator, transcribing equipment, and microcomputer. Ability to communicate effectively, both orally and in writing. Ability to establish and maintain effective working relationships with employees, attorneys, physicians, etc., as well as with the general public.

(Claims Clerk continued)

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED and four (4) years of progressively responsible clerical experience in claims handling in a risk management or insurance claims office.

Possession of a State of Florida Adjusters certification may be substituted for two (2) years experience.

A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

ADA REQUIREMENTS

Physical Demands: Sedentary work. Ability to see; finger dexterity.

Mental Demands: Ability to read and comprehend memos, instructions, manuals, safety instructions, financial statements. Ability to write business letters, summaries. Ability to speak clearly and concisely relating information, details and procedures to layman. Ability to perform basic mathematical functions.

Environmental Demands: Inside work.

Revised 10/94