



MARION COUNTY

Employment Opportunity

Claims Coordinator

Recruitment #: 022-2025-1

Typical Work Schedule: Monday – Friday 8:00 am – 5:00 pm

Information about Marion County: <http://www.co.marion.or.us/BS/HR/Documents/NeoGov/County%20Info.pdf>

Information about the department: <https://www.co.marion.or.us/BS/Pages/default.aspx>

Business Services provides internal services to county departments: facilities maintenance and operations, access management, liability and workers compensation insurance management, and employee safety.

THE POSITION

GENERAL STATEMENT OF DUTIES

Provide administration, coordination, processing, and monitoring of workers' compensation, property damage, bodily injury, and liability claims. Perform a variety of professional and technical claims management duties in support of the Risk Management division.

SUPERVISION RECEIVED

Work under the general supervision of the Risk Manager or assigned designee, who may assign and review work for conformance to established policies.

SUPERVISION EXERCISED

Supervision of other employees is not a function of positions in this classification.

MINIMUM REQUIREMENTS

EXPERIENCE AND TRAINING

1. Bachelor's degree with major coursework in occupational safety/health, public or business administration, social science, or closely related field; AND
2. Two years of experience in indemnity claims management and personal injury and property damage claims adjustment; OR
3. Any satisfactory combination of work, education, training, or experience relevant to the position, as determined by Marion County.

SPECIAL REQUIREMENTS

- Must possess a current driver's license in the applicant's state of residence and an acceptable driving history. Marion County will obtain a copy of the driving record for all qualified applicants from Driver and Motor Vehicle Services and review the driving record according to the Marion County policy and procedure for Driving on County Business. The policy can be found at: <http://apps.co.marion.or.us/APAP/>.
- The finalist for this position will be required to pass a criminal history background check, including finger printing; however, conviction of a crime may not necessarily disqualify an individual for this position.
- Possession of Oregon Insurance General Lines Adjuster License and Oregon Workers' Comp Claims Examiner Certification within 12 months of hire.
- 24-hour Response – must be available to perform response duties during an emergency.
- This assignment is not represented by a union.
- This is a full-time position, which is not eligible for overtime.

- Typical Work Schedule: Monday - Friday 8:00 a.m. - 5:00 p.m. some weekend and evening hours may be needed.

JOB DUTIES

WORKERS' COMPENSATION CLAIMS PROGRAM

- Manage claims which includes but is not limited to early return to work, third party recovery, claim and reserve evaluation, and compensability determination
- Interface with third party claims administrator, defense counsel, experts and investigators
- Attend hearings as needed and work with counsel to plan defense of files in litigation
- Promote early return to work and modified duty options for injured workers
- Consult with physicians and other professionals to identify physical limitations
- Coordinate return to work with departments
- Interprets, applies and acts as a resource on policies, procedures and applicable laws and regulations
- Provide educational sessions, or hold informational meetings in support of risk management programs
- Answer questions and assist employees and supervisors via telephone, fax, email, written correspondence and in person
- Research and verify claim information
- Monitors paperwork for compliance with state auditing requirements
- Maintains data for and prepares annual OSHA reports
- Communicates regularly with Payroll representatives regarding time loss, modified duty, and indemnity payments
- Attend department meetings and/or meet with supervisors to discuss claim evaluations and settlements.

LIABILITY, PROPERTY, AND CASUALTY CLAIMS PROGRAM

- Investigate, evaluate, negotiate and develop proposed settlements or denials of claims for Risk Manager's approval.
- Take statements and conduct interviews
- Compose correspondence to witnesses, attorneys, medical providers, claimants, and others
- Review and evaluate employment records, police reports, medical records, property repair estimates, auto repair estimates, and other documents and records
- Document and reconstruct accident scenes via photographs and diagrams
- Establish and modify claim reserves
- Process and manage Adults in Custody (AIC) and juvenile work crew claims
- Maintain communication with affected departments
- Identify and pursue potential cost recovery from third parties and salvage buyers
- Maintain data related to injuries, accidents and claims
- Analyze and interpret data to produce cost-effective results
- Provide educational sessions, or hold informational meetings in support of risk management programs
- Provide periodic reports
- Independently performs all claims adjuster functions up to final approval
- Create and maintain proactive action plans and file diaries to bring resolution to claims
- Authorize and order payments to departments, claimants, attorneys, experts, body shops, rental companies and other vendors

GENERAL ADMINISTRATIVE DUTIES

- Utilize a computer system for: Word Processing, assessing information, inputting information, generating reports, and using various applications/software with a high degree of accuracy.
- Research, compose, and create documents, policies, procedures, forms, flyers, and newsletter articles.
- Processes complex technical materials, documents, and records where specific procedural requirements are complicated and where accuracy and effectiveness are critical.

- File and retrieve data from existing filing system.
- Sort and prioritize incoming mail.
- Develop and implement effective actions plans.

OTHER JOB DUTIES

- Works without close supervision.
- Works independently and in a team setting.
- Understand and apply state statutes and rules.
- Understand court procedures and legal processes used in claims litigation.
- Understand and apply techniques and legal requirements of recordkeeping.
- Maintain confidentiality of information.
- May be asked to perform or assist with other department or county positions.
- Commute between facilities in a timely manner, as needed.
- Support Risk Management and Business Services in accomplishing the body of work.
- Maintain needed CJIS clearance.
- Possess and maintain an Oregon driver's license and acceptable driving record.
- Possess and maintain an Oregon Insurance General Lines Adjuster License.
- Possess and maintain an Oregon Workers' Comp Claims Examiner certification.
- Other duties as assigned by your manager.



HOW TO APPLY

To submit an online application for this position, go to: <https://www.governmentjobs.com/careers/marion>

Marion County does not accept mailed, delivered, faxed, or e-mailed applications.

If you have questions about this position, please call (503) 566-3949 or e-mail HRRecruitment@co.marion.or.us

KNOWLEDGE, SKILLS, AND ABILITY

Working knowledge of Oregon workers' compensation law/regulations, principles and practices of claims management and investigation, record-keeping requirements, bill payment, and recovery techniques. Working knowledge of recordkeeping systems and general office practices and procedures with skill in utilizing personal computing software packages including word processing and spreadsheet programs.

Ability and skill to accurately prepare claims correspondence, and to summarize and produce reports from investigations; communicate clearly and effectively in writing and orally; communicate complex rules, procedures, laws and terminology under difficult or adverse circumstances; establish and maintain effective working relationships with employees, management and the general public; plan, organize and prioritize work assignments; exercise independent judgment and decision making; maintain complex and highly confidential records.

Physical Requirements

Operates a motor vehicle; stands; sits; moves about work area; bends forward; climbs stairs; reaches overhead; lifts, pulls, and pushes 25 lbs.; moves carts weighing up to 75 lbs.; carries items weighing up to 10 lbs.; operates a keyboard; rapid-mental/hand/eye coordination; speaks using a clear and audible voice; distinguishes colors and shades; sees using depth perception; ability to hear normal speech level; exposure to heat, cold, humidity, dust, smoke, vibrations, uneven areas, noise, wet areas, ladder/scaffolding, and chemicals; the position is primarily in the office with regular travel to and work at other County fixed and mobile sites that can present the exposure to environmental factors above. The position requires the analysis of claims evidence, communication with people, and overall ability to use all senses and physical abilities.

COMPENSATION AND BENEFITS

Marion County offers an exceptional compensation and benefits program.

The wage range for this position is \$33.04 to \$44.31 hourly with initial wages dependent upon the qualifications and experience of the candidate selected. This is not a union represented, exempt, full-time position, which is not eligible for overtime.

Benefits Include:

Insurance Coverage

- ✓ Medical, prescription, vision and dental plans covering employees and dependents with low employee premium share
- ✓ Employer-paid basic life insurance
- ✓ Accidental death and dismemberment plans
- ✓ Employer-paid long-term disability plan
- ✓ Employee Assistance Program
- ✓ Additional Voluntary Term Life Insurance- Employee-Paid
- ✓ Additional Short-Term Life Insurance – Employee-Paid

Retirement Benefits

- ✓ Participation in the Oregon Public Service Retirement Plan (OPSRP) - Employer pays the 6% employee contribution.
- ✓ 401K – Employer pays 2.5%.

Annual Paid Leave

- ✓ 13 vacation days
- ✓ 12 sick leave days
- ✓ 10 holidays
- ✓ 2 personal holidays

