

**Alaska Municipal League Joint Insurance Association
Job Description**

JOB TITLE: Claims Assistant

JOB CODE:	Non-exempt	LOCATION:	Anchorage
SALARY:	Grade 7-8	SHIFT:	Regular Part-Time
EMPLOYEE:			
REPORTS TO:	Claims Manager		
PREPARED BY:	Brennan Hickok	DATE:	
APPROVED BY:	Kevin Smith, ED	DATE:	5/29/2013

SUMMARY

The Claims Assistant is the entry level into a paraprofessional position responsible for performing routine claims support duties for the AMLJIA, and otherwise supports professional staff in the areas of business detail by performing the following duties.

NATURE OF THE ORGANIZATION

The Alaska Municipal League Joint Insurance Association (AMLJIA) is a non-profit municipal risk management pool, serving municipalities and school districts statewide. AMLJIA participants must be members in good standing of the Alaska Municipal League (AML) in order to become a participant in the AMLJIA insurance and risk management programs.

Headquartered in Anchorage, the AMLJIA is an operational division of the AML. The Executive Director, who administers the programs, heads the organization and directly supervises the Finance, Underwriting, and Claims Department. The Deputy Director directly supervises Human Resources and Risk Management departments.

The AML is a private, non-profit, non-partisan service organization. The AML is a membership association of local governments in Alaska, a Board of Directors elected by the membership, and a budget coming primarily from member dues.

NATURE OF THE WORK

The Claims Assistant handles routine administrative duties for the AMLJIA and is supervised and evaluated on a day-to-day basis by the Workers' Compensation Claims Manager. As a business, the primary internal function of the AMLJIA is fiscal responsibility. Each position is expected to perform in exacting detail to maintain a precise audit trail, for the protection and reliability of all internal and external information.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assists claims adjusters with various duties as requested.
- Performs claim set up procedures.
- Scans all documents into Laserfiche. Completes metadata, OCR files, and performs due diligence to ensure all pages are captured.
- Initiates and sends various department letters, maintains memoranda, invoices and other indexed records for the Claims Department according to the established claims systems. Retrieves data or correspondence from claimants as requested within an appropriate time frame.
- Assists claimants, members, providers and vendors with claims inquiries.
- Assists in the review of legal documents, medical bills, and other information from appropriate person or agency with accompanying correspondence.
- Enters bill payments and maintains vendor system.
- Arranges travel for claimants.
- Manages discovery.
- Prepares and prints claims checks. Reviews check backup documentation.
- Provides back-up with answering telephone and other administrative duties as assigned.
- Other administrative duties as assigned.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Graduation from high school or the equivalent. No prior training or experience needed.

LANGUAGE SKILLS

- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Ability to write simple correspondence.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

REASONING ABILITY

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

OTHER SKILLS and ABILITIES

- Working knowledge of modern office practices, procedures, and technology such as computer systems, copying equipment, and fax.
- Computer literate; Windows and MSOffice suite.
- Typing minimum of 45 WPM.
- Performs such other duties as may be assigned.

- Ability to work effectively in a team environment to meet the goals of the AMLJIA.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

This job description is not an employment contract, implied or otherwise. The employment relationship remains “at-will.” The AMLJIA reserves the right to modify, interpret, or apply this job description in any way the company desires in order to obtain business goals and objectives. This job description in no way implies that these are the only duties, including essential duties, to be performed by the employee occupying this position. The aforementioned job requirements are subject to change to reasonably accommodate qualified individuals with disabilities.

I have read and acknowledge that the above job description reflects my current duties and responsibilities.

Employees Signature: _____ Date: _____

Org. 01/01/2012

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