



### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Handles assigned caseload requiring solid understanding of claims handling. Caseload includes medical only and time loss claims. Review and process claim files, complete thorough investigations, diary entries and reports as required in claim files.

Completes thorough investigation on claims assigned to this position to determine compensability and develop case strategy.

Evaluate the claims in litigation and claims before the Workers' Compensation Board with direction from the Claims Manager.

Ensures compliance with Alaska Statutes regarding claims handling.

Reports potential problems or areas of concern to the Claims Manager regarding claims handling techniques or areas of concern with other departments.

Maintains contact with members regarding claims statutes and pool coverage.

Maintains contact with injured workers and members/employers.

Keeps the Claims Manager informed on status of claims.

Settlement authority as set by the Policies and Procedures.

Reports to Excess and Reinsurance in accordance with the Policies and Procedures with direction from the Claims Manager.

Adjusts reserves to ensure accurate financial exposure.

Updates prescription, Medicare and EDI systems.

Performs other duties as may be 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**

A Bachelor's degree preferred and three years of adjusting experience; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### **LANGUAGE SKILLS**

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, contracts or governmental laws, regulations or ordinances.
- Ability to write reports, business correspondence, and procedure manuals.

- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

#### **MATHEMATICAL SKILLS**

- Ability to add, subtract, multiply and divide all units of measure.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

#### **REASONING ABILITY**

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with abstract and concrete variables.
- Ability to analyze complex proposals, contracts, risks and exposures.

#### **OTHER SKILLS and ABILITIES**

Working knowledge of the Alaska Workers' Compensation Act, regulations and administrative procedures, court decisions and treaties relating to injury or disease.

Considerable knowledge of principles and practices of investigation, technical and medical terminology and vocational rehabilitation procedures and programs.

Working knowledge of legal research, writing skills, and hearing techniques.

Ability to function with a high degree of independence; interpret and apply workers' compensation statutes and case laws.

Ability to analyze and evaluate technical medical and industrial information; convey information, orally and in writing, in simple, understandable and precise terms.

Some knowledge of basic insurance and pooling principles and practices, contract coverage, liability and adjustment procedures.

Computer literate; Windows, Microsoft Word and Excel experience required.

Must type a minimum of 45 wpm.

Must be able to work effectively with team members, staff, members, and the general public. Must be able to work independently with general supervision; initiative and flexibility required.

#### **CERTIFICATES AND LICENSES REQUIRED**

Must possess an Alaska Adjusters' License.

Must maintain the required number of Continuing Education Credits as required by law.

Possession of, or ability to obtain, an appropriate, valid Alaska driver's license.

#### **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 talks or hears. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and 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.

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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.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_