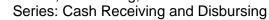
Code: 0233 Family: Human Resources

Service: Administrative

Group: Clerical, Accounting, and General Office





## **CHARACTERISTICS OF THE CLASS**

Under direction, oversees and manages the resolution of claims deemed ineligible by insurance carriers, and performs related duties as required

### **ESSENTIAL DUTIES**

- Assigns benefits claims to staff and monitors their resolution
- Reviews claims reports completed by staff for completeness and appropriateness of recommendations
- Trains staff on new and revised claims-related policies and procedures
- Interprets benefits claims policies to staff, claimants, and service providers
- Researches complex benefits claims by reviewing claims and compiling medical histories, researching medical information, and analyzing the current and future cost implications
- Acts as liaison to various parties involved in the claims resolution process including contracted service providers, Medical Advisors, and the Benefits Committee, providing recommendations for the resolution of claims
- Drafts correspondence in response to inquiries regarding eligibility of benefits
- Coordinates work efforts with attorneys on subrogation cases involving the recovery of benefits costs from third parties
- Interprets the City's benefits policies to staff, contracted agencies, and labor unions
- Participates in establishing and revising benefits policies and negotiating prices with contracted service providers and insurers
- Prepares status reports of pending claims cases
- Testifies in court on findings of complex claims cases, as required

**NOTE**: The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.

### **MINIMUM QUALIFICATIONS**

# Education, Training, and Experience

Graduation from an accredited college or university with a Bachelor's degree in Business Administration or a directly related field, plus five years of experience in claims management of which two years are in a supervisory role related to the responsibilities of the position, or an equivalent combination of education, training and experience.

# Licensure, Certification, or Other Qualifications

None

#### WORKING CONDITIONS

General office environment

#### **EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, modems, scanner)

#### PHYSICAL REQUIREMENTS

No specific requirements

### KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

## **Knowledge**

Considerable knowledge of:

\*applicable employee benefits policies and procedures

Moderate knowledge of:

research methods, practices, and procedures

Some knowledge of:

- collective bargaining principles, practices, and contract administration
- \*supervisory methods, practices, and procedures
- customer service techniques
- \*applicable writing techniques

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

### Skills

- \*ACTIVE LEARNING Understand the implications of new information for both current and future problem-solving and decision-making
- \*ACTIVE LISTENING Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*CRITICAL THINKING Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*MONITORING Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- \*COMPLEX PROBLEM SOLVING Identify complex problems and review related information to develop and evaluate options and implement solutions
- \*TIME MANAGEMENT Manage one's own time and the time of others
- \*COORDINATION WITH OTHERS Adjust actions in relation to others' actions
- NEGOTIATION Bring others together and trying to reconcile differences

### **Abilities**

- COMPREHEND ORAL INFORMATION Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK Communicate information and ideas in speaking so others will understand

- COMPREHEND WRITTEN INFORMATION Read and understand information and ideas presented in writing
- WRITE Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS Apply general rules to specific problems to produce answers that make sense
- REACH CONCLUSIONS Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

### **Other Work Requirements**

- INITIATIVE Demonstrate willingness to take on job challenges
- LEADERSHIP Demonstrate willingness to lead, take charge, and offer opinions and direction
- DEPENDABILITY Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL Pay careful attention to detail and thoroughness in completing work tasks
- INDEPENDENCE Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
- ANALYTICAL THINKING Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

City of Chicago Department of Human Resources (Valtera Corporation)

Date: June, 2010