



**Code: 0233**  
Family: Human Resources  
Service: Administrative  
Group: Clerical, Accounting, and General Office  
Series: Cash Receiving and Disbursing

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## **CLASS TITLE: BENEFITS CLAIMS SUPERVISOR**

### **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

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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.

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City of Chicago  
Department of Human Resources  
(Valtera Corporation)

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