The purpose of the claims management occupation is to plan, direct, coordinate & manage claims activities & claims programs.

CLASS TITLE: Claims Manager
CLASS NUMBER: 64265
EFFECTIVE DATE: 03/07/2004

CLASS CONCEPT: The managerial level class works under general direction & requires thorough knowledge of claims management in order to direct & coordinate claims activities in district offices & supervise claims personnel.
JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)
Directs & coordinates claims activities in district offices to insure compliance with agency, state & federal laws, policies & procedures (e.g., unemployment compensation, workers compensation) & instructs personnel on interpretations, variations & changes in laws & procedures.

Reviews, evaluates & analyzes office performance as revealed by regular reports & onsite observations & recommends remedial action where necessary; makes recommendations to improve production through changes in organization, staffing & physical layout of operation; establishes & develops controls to ensure conformance with policy & procedure in claims operations.

Plans, schedules & conducts training for personnel in district offices, determines training needs & makes recommendations to district manager; arranges & conducts district staff meetings.

Conducts conferences for groups both inside & outside agency covering all phases of unemployment compensation & workers' compensation; speaks to labor organizations with problems; compiles reports, responds to inquiries & investigates complaints; serves in place of district manager in his/her absence.

MAJOR WORKER CHARACTERISTICS:
Knowledge of public or business administration: management science; supervisory principles/techniques; state &/or federal laws & regulations applying to unemployment or workers' compensation; agency policies & procedures governing claims management*; public relations; employee training & development. Ability to interpret extensive variety of technical material in books, journals & federal regulations manual; prepare & deliver speeches before specialized audiences & general public; resolve complaints from angry citizens & government officials.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:
Completion of undergraduate core program in public or business administration: management science; 6 mos. trg. or 6 mos. exp. in government laws & regulations applying to unemployment or workers' compensation; 6 mos. trg. or 6 mos. exp. in supervisory principles/techniques.

24 mos. trg. or 24 mos. exp. in position utilizing government laws & regulations applying to either unemployment compensation or workers' compensation claims programs; 6 mos. trg. or 6 mos. exp. in supervisory principles/techniques.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:
Not applicable.

UNUSUAL WORKING CONDITIONS:
May require travel.