

**STATE OF OHIO (DAS)**  
CLASSIFICATION  
SPECIFICATION

**CLASSIFICATION SERIES:**

Claims Management

**SERIES NO.:**

6426

**MAJOR AGENCIES:** Job & Family Services, Workers'  
Compensation, Industrial Commission, Administrative Services,  
Student Loan Commission

**EFFECTIVE DATE:**

02/26/2012

**SERIES PURPOSE:**

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.

<b><u>CLASS TITLE:</u></b> Claims Manager	<b><u>CLASS NUMBER:</u></b> 64265	<b><u>BARGAINING UNIT:</u></b> EX
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**EFFECTIVE DATE:**

03/07/2004

**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 either to unemployment compensation 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.