Trindel Insurance Fund

Claims Assistant

Job Description

DEFINITION: The Claims Assistant, under the direct supervision of the Trindel Insurance Fund Director of Workers' Compensation Injury Management Program, is responsible for providing clerical support as outlined in the "Essential Duties". The Clerical Assistant will also work closely with Trindel Insurance Fund staff, and Member County staff.

ESSENTIAL DUTIES (*Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*):

1. Scan and index incoming mail.

2. Verify, calculate, scan, and process mileage reimbursement for injured employee's as directed by claims examiner.

3. File and serve medical records to applicant and defense attorneys as directed by claims examiner.

4. Process referrals to defense attorneys as directed by claims examiner.

5. Process outgoing mail.

6. Process proof-of-service forms for outgoing benefit notice letters as directed by claims examiner.

7. Schedule AME/QME appointments as directed by claims examiner.

8. Request x-rays for AME/QME appointments as directed by claims examiner.

9. Prepare binders for claims reviews as directed by claims examiner.

10. Request subpoenaed records as directed by claims examiner.

11. Back-up phone receptionist for Trindel Administrative Assistant.

14. Perform various routine clerical duties, utilizing standard office equipment to include, but not limited to the following: maintaining calendars; entering information into databases and spreadsheets; making photocopies; faxing documents; typing; and word processing.

15. Perform other duties as assigned by Workers' Compensation Director.

KNOWLEDGE & SKILLS:

1. Knowledge of the entire claims administration, case management and cost containment solutions as applicable to Workers' Compensation rules in California.
2. PC literate, including Microsoft Office (Word, Excel)
3. Efficient and accurate keyboarding skills
4. Effective analytical and interpretive skills
5. Strong organizational & interpersonal skills
6. Ability to work in a team environment
7. Ability to work independently
8. Excellent oral and written communication skills

EDUCATION: High school diploma

EXPERIENCE: General office experience and/or training in general office procedures

ENVIRONMENTAL CONDITIONS

The work is performed 95% indoors; 5% outdoors, including walking to and from buildings - vehicles. Driving and walking may involve extreme cold or heat, as well as other seasonal environmental conditions. Offices are generally well lit and well ventilated, and noise level is typical of office with printers and other machinery.

BODY POSITION AND MOVEMENT DEMANDS

	ACTIVITY	WEIGHT	FREQUENCY
SITTING	Most activities are performed sitting at a desk	N/A	Frequently
STANDING	Performing copywork Processing mail	N/A	Frequently
WALKING/CARRYING	From vehicle to office and from office to office carrying files, resource books, etc.	0 - 20 LBS	Frequently/ Occasionally
KNEELING	N/A	N/A	N/A
CROUCHING/STOOPING	To reach bottom drawers	0 - 20 LBS	Occasionally
SQUATTING	To reach bottom drawers	0 - 20 LBS	Occasionally
CRAWLING	N/A	N/A	N/A
TWISTING	To reach items	0 - 20LBS	Occasionally
REACHING	Above shoulder level: to retrieve files,	0 - 20LBS	Occasionally

	resources		
	At shoulder level: to retrieve items on desk, in files	0 - 20LBS	Occasionally
	Below shoulder level: to retrieve items in desk, files	0 - 20LBS	Occasionally
PUSHING/PULLING	Open/closing drawers	0 - 20LBS	Occasionally
CLIMBING	May climb stairs to work site, meetings, travel	0 - 20LBS	Occasionally
COMPUTER WORK	Data entry	N/A	Frequently

COMBINATION OF ACTIVITIES

The physical activities reported regarding body position and movement demands of essential functions are based on observation and conversation with employees performing those functions. These movements represent the manner in which these essential functions are currently performed. It is possible that these positions may be performed in an alternate manner without changing the essential nature of the function. Analysis of the impact of differing methods will need to be conducted to determine whether this is an essential function movement.

A determination of the availability of reasonable accommodations will include consideration of the qualified applicant's disability and its impact on the essential functions of the above position.