

Athens Administrators Job Description

Job Title: Claims Supervisor
Department: Worker's Compensation
Reports To: Division Claims Manager
FLSA Status: Exempt
Job Class: 14
Effective Date: December 6, 2011

JOB SUMMARY

Supervise and monitor the accuracy, timeliness and quality of casework in assigned unit. Develop and maintain a positive and productive working relationship with our clients.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Incumbent must have the skills, ability and judgment to perform the following essential job duties and responsibilities with or without reasonable accommodation:

- Work with Management to achieve company initiatives and performance goals
- Work with clients with issues regarding policies, programs and/or claims
- Supervise daily activities of personnel
- Coordinate and perform training
- Interview, hire and train employees
- Provide general guidance to staff
- Review performance of staff
- Resolve personnel/workflow problems
- Lead staff unit meetings
- Attend client meetings, in-house meetings and workers' compensation meetings
- Authorize release of payment and settlement
- Make daily claims decisions regarding plan of action, handling of payment, etc.
- Review claim files for accuracy
- Run reports
- Approve payments and reserve increases when they rise above Examiner's authority level
- Work collaboratively with Athens' Administrators and clients' senior management
- Provide information to clients, attorneys, doctors, investigators and injured workers
- Work collaboratively with attorneys to draft settlements and assist with litigation strategies
- Discuss appropriateness of medical treatment with medical case manager

ACCOUNTABILITIES

Supervisory Responsibilities

Supervising, scheduling, assigning, monitoring and evaluating work of assigned staff are responsibilities for supervisory positions.

- Provide direct supervision to Sr. Claims Examiners, Future Medical Claims Examiners, Claims Examiners, and Assistant Claims Examiners.

ESSENTIAL JOB REQUIREMENTS

The requirements listed below are representative of the knowledge, skill, and/or ability required.

- High School diploma. Baccalaureate degree from an accredited college or university preferred
- Administrators Certificate from Self-Insurance Plans
- Completion of IEA or equivalent courses
- Three (3) years of supervisory experience, including hiring, training, developing, retaining and directing staff
- Solid knowledge of workers' compensation laws, policies and procedures
- Proficiency in determining case value and negotiating settlements
- Understanding of medical and legal terminology
- Highly developed verbal, interpersonal and written communication skills
- Skilled at presenting in small and large group settings
- Effectively influence people to achieve unit and organizational objectives
- Skilled at developing and maintaining effective relationships with others (co-workers, customers, vendors, management and other key stakeholders) to achieve organizational goals
- Negotiating skills
- Mathematical calculating skills
- Exercise independent judgment and analytic ability in solving complex and sensitive problems
- Computer processing skills, including the ability to leverage technology for self and staff to improve efficiency
- Able to operate standard office equipment
- Ability to work in a paperless environment
- Valid Drivers license and ability to operate motor vehicle
- Availability for extended and long distance travel
- Prior Third Party Administrator (TPA) experience preferred
- Working knowledge or related information systems, including:
 - Renaissance
 - Lexis Nexis
 - Microsoft Office (Word and Outlook)

This description portrays in general terms the type and levels of work performed and is not intended to be all-inclusive or represent specific duties of any one incumbent. The knowledge, skills, and abilities may be acquired through a combination of formal schooling, self-education, prior experience, or on-the-job training.