

**CORONA NORCO UNIFIED SCHOOL DISTRICT****CLASS TITLE: RISK MANAGEMENT TECHNICIAN****BASIC FUNCTION:**

Under the direction of an administrator, perform a variety of technical duties in the administration of employee insurance programs; assist employees regarding workers' compensation claims, updates and changes to insurance plans and process billings; interpret and explain complex policies; serve as a liaison between the District and insurance carriers.

**ESSENTIAL DUTIES:**

- Perform a variety of technical duties in the administration of employee insurance programs; process; verify documents and records for completeness. Serve as a technical resource to personnel concerning employee insurance information, coverage and claims; respond to inquiries, resolve issues and conflicts and provide technical information concerning related policies, procedures, guidelines, rules and regulations.
- Communicate with personnel, insurance providers, brokers and various other outside agencies to exchange information, coordinate activities and resolve issues or concerns; serve as a liaison between employees, and insurance carriers; interpret and explain complex workers' compensation policies.
- Process, records and files; verify changes on invoices; prepare deposits; prepare records for audit.
- Input employees' data and a variety of other information into an assigned computer system; maintain automated employee records and files; generate computerized reports as requested; assure accuracy of input and output data.
- Prepare and maintain a variety of records and reports and compile information related to employee insurance information
- Operate a variety of office equipment, computer and software.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE/ABILITIES:**

Methods, practices, terminology and procedures used in insurance administration.

Processing of various insurance claims.

Collective bargaining agreements and procedures for employees.

Applicable laws, codes, regulations, policies and procedures.

District organization, operations, regulations, policies and objectives related to position.

Interpersonal skills using tact, patience and courtesy.

Record-keeping and report preparation techniques.

Mathematical calculations.

Perform a variety of technical duties in support of employee insurance programs data collection, record keeping and claims processing activities.

Serve as a technical resource to personnel concerning employee, insurance programs, options, guidelines and procedures.

Resolve employee issues and concerns regarding insurance.

Serve as a liaison between personnel, insurance brokers and insurance plan administrators.  
Prepare and maintain employee insurance records and files.  
Update records and notify personnel with changes in employment status.  
Interpret, apply and explain rules, regulations, policies and procedures.  
Communicate effectively both orally and in writing.  
Establish and maintain effective working and cooperative relationships with others.  
Prepare and maintain a variety of records and reports.  
Operate standard office equipment including a computer and assigned software.

**EDUCATION AND EXPERIENCE:**

High School Diploma or equivalent and supplemented by college-level coursework (12 semester units) in a related field and four (4) years of experience involving the administration of employee insurance programs.

**LICENSES AND OTHER REQUIREMENTS:**

TB Test Clearance, Criminal Justice Fingerprint Clearance, Pre-employment Safety Videos.

**PHYSICAL DEMANDS:**

Dexterity of hands and fingers for fine manipulation.  
See to read a variety of materials.  
Hear and speak to exchange information.  
Sit and stand  
Twist and turn of head and neck.  
Reach overhead, above the shoulders and horizontally.  
Bend the waist, kneel or crouch to file materials.  
Lift and carry light objects weighing up to 10 pounds.  
Push and pull objects up to 35 pounds.