

JOB POSTING



POSITION: Property Senior Claims Examiner

CLASSIFICATION: Exempt

SALARY: \$ 94,726 - \$133,446 per year, based on 10-step salary schedule

BENEFITS: Benefits include employee/employer paid retirement (CalPERS); employee/dependent medical, dental and vision; 457 Plan, group disability, Employee Assistance Program, paid holidays, vacation, and sick leave.

Partial remote/hybrid work environment available following 3 months of employment. This position requires in-office work 2 – 3 times per week, as well as local visits to our Members' sites.

North Bay Schools Insurance Authority (NBSIA) is a mid-sized school-focused risk pool, serving over 10,000 school district employees and over 76,000 students with 32 employees. We provide our member districts with high-quality, cost-effective, and innovative protection, programs, and services, so they can focus on what they do best.

NBSIA members and staff are our greatest assets. Our collaborative, team approach, and strong values, are among the reasons NBSIA is known as a premier risk management pool in the state.

Our Values

Member Centered
Risk Management Expertise
Long-term Vision
Innovation and Teamwork

This is a great opportunity to bring your exceptional skills to bear in support of our vision – *Safe and healthy schools, where people are inspired to work and empowered to learn.*

Job specifications are intended to present a descriptive list of the range of duties performed by employees in the job. Specifications are not intended to reflect all duties performed within the job.

DEFINITION:

This semi-autonomous position reports to the Property/Liability Claims and Risk Manager, and, on specialty projects, to the Executive Director. The Senior Claims Examiner performs critical duties and responsibilities in investigating and managing property claims and participating in Member risk management, consultation, and training programs. Under minimal supervision, reviews, evaluates, investigates, and negotiates settlements, according to NBSIA standards and guidelines, and supervises other NBSIA employees and contractors in performing those duties. Has authority to make settlement decisions within designated settlement limits.

EXAMPLES OF DUTIES:

Using skills, experience, and specialty expertise, and independent judgment, under limited supervision:

- Reviews, investigates, and manages claims, including independent judgment in selecting and managing outside counsel, setting claim reserves, and undertaking settlements, within generally extended authority
- Conducts field investigations to determine the scope of damage and exposure, subrogation/attribution of loss to third parties, and independent documents reports and makes independent claim strategies within extended authorities
- Supervises other NBSIA employees in performing claim investigation and administrative functions
- Supervises vendors such as claims investigators, building consultants, attorneys, restoration services, and alternative dispute resolution
- Prepares reports on high exposure claims for use in excess claims reporting, as well as reporting to the Board or Executive Committee for settlement approval
- Understands and interprets relevant MOC and drafts initial position documents on coverage determinations
- Understands NBSIA claim reporting, processing and management standards, and ensures implementation and compliance with same by NBSIA staff and members
- Meets with members to train and discuss claims handling protocol, trending risks, and participates in group training seminars; trains internal NBSIA associates as needed; makes recommendations for areas of training
- Coordinates and manages property valuation processes and procedures to support key elements of Property Program obligations
- Independently establish working relationships with Member employees to effectively communicate claim status and risk management issues
- Attends and participates in industry/trade group conferences and committees
- Other duties as may be assigned
- Regular and reliable attendance is essential

QUALIFICATIONS:

Knowledge of:

- Property claims adjusting, investigation, and administrative techniques necessary to carry management of claims from reporting of claim through settlement or closure
- DIR/Public works code and guidelines, Education Code, and Government Code sections relative to immunities of public entity school districts, preferred but not required
- Reserving practices and techniques to maintain responsible reserve levels on all claim situations and keep excess carriers informed when losses potentially exceed the JPA self-insured retention or are otherwise reportable
- Claims management relating to JPA's and insurance pools
- Office methods and equipment, electronic filing systems, telephone techniques, and letter and report writing
- Computer skills sufficient to manage property and liability claims using electronic data system and Microsoft applications

Required Skills/Abilities:

- Understand construction methods, estimating practices, and loss mitigation techniques
- Learn, interpret, and apply specific rules, laws, and policies necessary to apply them with good judgment in the administration of public entity claims

- Establish and maintain cooperative relationships with those contacted in work
- Possess good listening skills and the ability to communicate professionally and positively with both internal and external parties
- Working independently, analyze situations and adopt an effective course of action using creative problem-solving skills
- Ability to use discretion and independent judgement in managing claims
- Represent NBSIA to employees, attorneys, and pool membership in a manner consistent with the policies, practices, and procedures of the organization
- Supervise NBSIA employees, vendors, third parties in keeping with established standards

EDUCATION/EXPERIENCE:

Any combination of experience and training that would likely provide the required knowledge and skills is qualifying. A typical way to obtain the required knowledge and skill would be:

Experience: A minimum of 6 years of claims examiner experience within the insurance industry administering claims for large or multiple clients preferably from a self-insured public entity

Education: A bachelor's degree in business, risk management or other related subject or equivalent experience

LICENSE OR CERTIFICATION REQUIREMENTS:

- Valid California Driver's License
- Associate in Risk Management (ARM) or Certified School Risk Manager (CSRM) designation desirable, but not required

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment: Normal office environment. Position requires work in the field or other locations, as needed. This position is a safety sensitive position. Must have availability to answer and respond to calls after hours, as needed. Partial remote work environment available following 3 months of employment.

Physical: Incumbents require sufficient mobility to work in an office setting and operate office equipment.

Vision: Vision sufficient to read small print, computer screens and other printed documents.

APPLICATION PROCESS:

Please apply for this opportunity by sending your resume and cover letter to HR@nbsia.org. Position will be available until filled.