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Job: IRC42047

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Description

Job Title	Program Specialist I (Claims Program Specialist), Grade 18
Location	Rockville, MD, US
Organization Name	Department of Finance
Medical Exam	Medical History
Background Investigation	Yes
Financial Disclosure	No
Job Description	

CLOSING DATE: February 5, 2020

The Department of Finance is seeking to hire a Claims Program Specialist (Program Specialist I) position for its Division of Risk Management. The primary purpose of this position is to perform program support to the division for claims-related matters.

The Claims Program Specialist provides program support to the Division of Risk Management. Responsibilities include performing claims-related duties for the division, such as: recording and transmitting liability and property claims to the County's Third-Party Claims Administrator; maintaining a working knowledge and utilizing the Claims Administrator's web-based claims management system; reviewing and responding to electronically-generated service requests from the Montgomery County MC311 Customer Service Center; preparing twice-weekly claims funding documentation; fielding calls from adverse insurers as related to subrogation submissions; preparing, submitting, and following up on commercially insured losses for Self-Insurance Program members; reviewing accident reports from departments to identify potential claims; and, requesting loss runs from commercial carriers. Additional duties involve supporting the Risk Management Volunteer Registration System, which includes providing guidance in accordance with County Administrative Procedures to County supervisors and users of the system on eligibility, registration, and related insurance issues. Further responsibilities include processing physical check payments received by the division and notifying agencies when recovered funds are available and, utilizing Oracle/ Enterprise Resource Planning to initiate and handle a variety of financial transactions, including structuring payments, deposits, requisitions, and receiving and matching invoices.

A CRIMINAL BACKGROUND AND CREDIT HISTORY CHECK WILL BE CONDUCTED ON THE SELECTED CANDIDATE PRIOR TO APPOINTMENT AND WILL BE A SIGNIFICANT FACTOR IN THE HIRING DECISION.

Additional Employment Information

OHR reviews the minimum qualifications of all applicants, irrespective of whether the candidate has previously been found to have met the minimum requirements for the job or been temporarily promoted to the same position. This evaluation is based solely on the information contained in the application/resume submitted for this specific position/IRC.

Montgomery County Government is an equal opportunity employer, committed to workforce diversity. Accordingly, as it relates to employment opportunities, the County will provide reasonable accommodations to applicants with disabilities, in accordance with the law. Applicants requiring a reasonable accommodation for any part of the application and hiring process should contact the Office of Human Resources via email to special.accommodations@montgomerycountymd.gov Individual determinations on requests for reasonable accommodation will be made in accordance with all applicable laws.

Montgomery County Government also provides hiring preference to certain categories of veterans and veterans/persons with a disability. For more information and to claim

employment preference, please refer to the Careers webpage on [Hiring Preference](#).

All applicants will respond to a series of questions related to their education, relevant experience, knowledge, skills and abilities required to minimally perform the job. The applicant's responses in conjunction with his/her resume and all other information provided in the employment application process will be evaluated to determine the minimum qualifications and preferred criteria status. Based on the results, the highest qualified applicants will be placed on an Eligible List and may be considered for an interview. Employees meeting minimum qualifications who are the same grade will be placed on Eligible List as a "Lateral Transfer" candidate and may be considered for interview.

If selected for consideration for this position, you may be required to provide evidence that you possess the knowledge, skills, and abilities indicated on your resume.

Minimum Qualifications

- Experience:** One (1) year of professional experience in multiline claims intake.
- Education:** Graduation from an accredited college or university with a Bachelor's degree.
- Equivalency:** An equivalent combination of education and experience may be substituted.

Preferred Criteria

The applications of those individuals meeting the minimum qualifications will be reviewed to determine the extent, relevancy of training, and experience in the following areas:

1. Experience distinguishing between Auto and General Liability, Property, and Workers' Compensation when recording and transmitting claim information to a Claims Administrator, including knowledge of Commercial Property & Casualty insurance coverages.
2. Experience using electronic applications in a Windows environment, including Adobe Acrobat and Microsoft Suite software such as Outlook, Excel, and Word.
3. Experience coordinating, preparing, interpreting, and evaluating claims-related information between clients/employers/claimants and a Claims Administrator.
4. Experience communicating effectively, both orally and in writing, including experience dealing tactfully, effectively, and equitably with persons presenting claims.
5. Experience balancing multiple tasks and priorities and maintaining timely follow-up with customers.

Minimum Salary 47848
Maximum Salary 78902
Currency USD

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