

RISK MANAGEMENT AND INSURANCE PROGRAM ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This position involves the performance of technical duties in connection with the operation of the Risk Management and Insurance Department.

Incumbent is responsible for establishing and maintaining health and liability insurance, as well as Workers' Compensation files, maintain appropriate disbursement records and assisting claimants with regard to filling claims, program procedures etc. This position differs from Insurance Program Assistant and Insurance Clerk by the complexity of the duties. Work is performed under direct supervision of the Director of Risk Management and Insurance and the Assistant Insurance Administrator.

TYPICAL WORK ACTIVITIES:

Sets up files for all liability claims;

Initiates investigation of liability claims;

Interacts with customers to explain process, send appropriate forms, schedule training and physical exams;

Responds to inquiries, either in person or by telephone, regarding health insurance coverage, benefits, rates, claims, etc., and contacts insurance carriers regarding eligibility and various problems that may arise;

Notifies employees who are leaving County employment of COBRA option, assists them with sign-up procedures and conducts conversion prior to expiration of regular health insurance;

Notifies Medicare eligibles and survivors of the change in status and assists with sign up;

Reviews a variety of more complex financial documents, classifies them and distributes items into a variety of accounts according to prescribed procedures and policies;

Posts figures to appropriate accounts, makes all necessary adjustments in balances and verifies and

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reconciles balances;

Inputs, updates and tracks necessary information in a database, including new employees, required training, address changes, and employment status, etc.;

Assists in determining training needs of employees to comply with OSHA guidelines;

Maintain safety video library for use by all municipalities;

Distributes information to appropriate department heads;

Organize an annual health fair;

Assist in the open enrollment process;

Tracks, audits and monitors a variety of accounts; verifies adjustments are made to correct allocations and issues reports as required;

Purchase and maintains inventory of all equipment and supplies;

Assists in monitoring payroll deduction reports for accuracy;

Performs daily office duties which include typing, answering telephones, filing, etc;

Establish and maintain a record retention system for all functions of the Department of Risk Management and Insurance.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Thorough knowledge of health and liability insurance and workers' compensation concepts and related decisions and interpretations; good knowledge of OSHA guidelines; good knowledge of modern methods used in keeping and checking financial accounts and records; Good knowledge of office terminology, procedures, equipment and business English; ability to organize and maintain accurate records and files; ability to understand and interpret oral instructions and/or

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written directions; ability to develop effective working relationships and deal diplomatically with people; and ability to express oneself clearly both orally and in writing.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree in Accounting, Business Administration, Public Administration or a closely related field; or
- (B) Graduation from high school or possession of a high school equivalency diploma and four years of full-time paid experience involving the responsibility for maintenance of financial accounts; or
- (C) An equivalent combination of training and experience as described in (A) and (B) above.

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Last Reviewed: 08/01/00
Jurisdictional Class: Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

Revised and Replaced in Classplan: 3/6/2023