

POSITION DESCRIPTION		AGENCY/DEPT ID DAS105800
DIVISION OR INSTITUTION General Services Division	UNIT OR OFFICE Risk Management	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20073902 JOB CODE TITLE Program Administrator 3 JOB CODE 63124	<input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION Claims Manager		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20005616 Risk Management Administrator	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Exempt If FLSA Exempt, exemption type Administrative	Bargaining Unit 22 Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 a.m. TO: 5:00 p.m. Report in location & work hours subject to change			
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	40	Assist in self-insurance risk management program direction by relieving superior of difficult administrative duties & formulates & implementation program policy: plans & organizes claims operations of Office of Risk Management (e.g., property, liability & subrogation, complying with laws governing claims under Sections 9.821, 9.822, 9.823 & 9.83 of Ohio Revised Code); makes complex policy decisions concerning all aspects of claims; routinely reviews & audits open & closed claims of assigned staff & makes recommendations; selects & monitors use of independent adjusters, appraisers & other claim vendors; develops policies & procedures for claims staff; prepares claims manuals; assists in formulation of guidelines, timeframes & benchmarks of claims staff & claims operation; establishes policies & procedures for all state agencies regarding claims processing & loss reporting; makes recommendations to Risk Management Administrator & prepares analytical reports; proposes changes in workflow & process improvement to influence efficiency of claims operation; makes recommendations to Risk Management Administrator & Safety Manager regarding adverse trends, loss frequency, loss severity, & other negative loss patterns that may adversely affect financial stability of risk management reserve fund; supervises subordinate personnel (e.g., approves leave & time reports, initiates & administers discipline, participates in hiring process); assumes responsibility for all activities of Risk Management in absence of administrator.	Knowledge of (1) property & casualty insurance coverage/underwriting; (2) automobile liability insurance coverage; (3) fire & multi-line insurance; (4) property & casualty terms & conditions; (5) state risk management policies & procedures* including ORC 9.8; (6) business administration; (7) public relations; (8) risk assessment; (9) premium allocation formulas; (10) office workflow & procedures; (11) supervision of multi-line property & casualty claims staff. Skill in (12) operation of PC & associated software (e.g., Microsoft Word, Excel, Access, PowerPoint, Outlook). Ability to (13) define problems, collect data, establish facts, draw valid conclusions; (14) handle sensitive inquiries; (15) communicate effectively in written & oral form; (16) develop comprehensive analytic reports.	
	List Position Numbers & Job Titles of Positions Directly Supervised: 20005619 Auto Liability Claims Specialist 2 20005565 Auto Liability Claims Specialist 2		SIGNATURE OF AGENCY REPRESENTATIVE <i>Jeffrey Westhoven/a</i>	DATE 2/13/12

Apt 2.10.12aw

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	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	40	Analyzes & evaluates programs: reviews & assigns new losses & establishes &/or recommends case reserves; directs investigations & monitors case progress & evaluates case reserves; conducts cost/benefit analysis of vendors; monitors & controls loss adjustment expenses; authorizes independent medical evaluations; approves settlement amounts within claims authority & authorizes denial of claims; works with Attorney General's Office, Court of Claims Defense Section on cases filed against state arising from claims covered by risk management reserve fund (e.g., investigates & supervises catastrophic & sensitive cases, authorizes payment of loss adjustment expenses, grants settlement authority levels to Attorney General's Office, approves settlement amounts within claim settlement authority, testifies in court on behalf of state as needed).	Knowledge of 1, 2, 3, 4, 5*, 6, 8, (17) case management; (18) cost/benefit analysis Skill in 12 Ability to 13, 14, 15, 16	
	20	Provides information on programs & policies to private organizations, government officials & general public: conducts meetings with state agency personnel regarding claims operations & services provided; analyzes claims history & loss & provides risk management recommendations to state agencies; conducts team meetings & offers assistance to staff & state agencies; gathers statistical data; maintains information in risk management information system & provides Risk Management Administrator & state agency personnel with reports (e.g., regarding loss history, claim payment history, subrogation recovery); represents administrator at meetings & conferences with state, federal & community agencies; speaks on policy matters.	Knowledge of 1, 2, 3, 4, 5*, 6, 7 Skill in 12 Ability to 13, 14, 15, 16	
			<u>Position Specific Minimum Qualifications</u> 36 mos. trg. or exp. in supervision of multi-line property & casualty claims staff. * developed after employment.	
	List Position Numbers & Job Titles of Positions Directly Supervised: 20005619 Auto Liability Claims Specialist 2 20005665 Auto Liability Claims Specialist 2		SIGNATURE OF AGENCY REPRESENTATIVE <i>Jeffrey Washonen/jc</i>	DATE 2/13/12

April 2-10-12-aw