



Terrebonne Parish Consolidated Government

JOB DESCRIPTION

POSITION TITLE.....: Insurance Technician
DEPARTMENT.....: Risk Management
DIVISION.....: Human Resources/Risk Management
CLASSIFICATION/GRADE.....: Insurance Technician II/108
REVISED.....: 11/2019
REPORTS TO.....: Human Resources/Risk Management Director
REVIEWED.....: 04/2022
WAGES.....: Non-Exempt (Hourly)

SUMMARY:

Specialized clerical work for administration of Terrebonne Parish Consolidated Government claims, workers' compensation, property, auto liability, general liability, and litigated claims.

BASIC FUNCTIONS:

1. Receives all claim information for property and casualty files.
2. Composes memo and sends to Directors and Supervisors as needed.
3. Creates and maintains Excel spreadsheets.
4. Prepares weekly payments for all property and casualty claims.
5. Enters data for disbursement of claims.
6. Prepares quarterly reports and state reporting for workers' compensation.
7. Processes billing for workers' compensation.
8. Maintains all files for property and casualty claims.
9. Prepares and send invoices for bill review.
10. Transcribe recorded statements.
11. Prepares quarterly and annual loss reports.
12. Works with auditors during the annual audit.
13. Receives and processes all notices of lawsuits served on the Parish.
14. Maintains department's filing system.
15. Complete end of year close out regarding claims.
16. Provides administrative assistance to Claims Adjusters and Insurance Technicians as needed.
17. Performs secretarial duties including preparing reports, filing correspondence, maintaining records, distributing incoming and outgoing mail, provides information as requested.
18. All other responsibilities deemed necessary by the HR/Risk Mgmt Director.

OTHER REQUIREMENTS:

1. Ability to act with integrity, professionalism, and to maintain confidential information due to the nature of work with medical and claims information.
2. Ability to apply good judgment in making decisions and the capability of paying close attention to detail.
3. Ability to multitask, manage projects and workflow while also working well under tight deadlines in a fast paced environment.
4. Knowledge of personal computers using the latest version of Microsoft Office Suites (Word, Excel, etc.) is preferred.
5. Must be able to work well with the insurance companies, lawyers, and the general public.

6. Excellent verbal and written communication skills.
7. Excellent interpersonal and customer service skills.
8. Insurance knowledge is a plus.

EDUCATION/EXPERIENCE:

1. Must have a High School diploma or equivalent GED.
2. Bachelor's degree preferred, or equivalent combination of education, training, and experience.
3. A minimum of four (4) years of work experience in Insurance/Risk Management.