



Insurance Technician

Category: Classified
Pay Grade: C21
Job Code: 15828

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs technical and semi-professional work administering, coordinating, and supporting Risk Management programs, operations, and applications in a highly automated environment; handles database maintenance, database enhancement, data transfer, and usage standards and procedures to support any combination of risk management support or technical services in Risk Management programs and services, in any combination of safety or claims operations and functions.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Supports and assists managers, supervisors, and other associates in implementing a broad range of risk management technical and administrative tasks;
- Assists and supports Insurance Manager, Risk Management Analyst, and/or Director in reviewing insurance certificates, gathering renewal information, and performing first review of County contracts for insurance requirements and risk transfer language for final review by Insurance Manager, Risk Management Analyst or Director;
- Assists with updates of risk management policies, performs and coordinates automation efforts, and explains risk management programs, policies, and procedures taking lead responsibilities for assigned risk management tasks and services;
- Administers Risk Management Information System by conducting in-house systems studies department policies/procedures and special projects;
- Acts as user contact point for supporting risk management systems problems, troubleshoots, tests, evaluates, analyzes, and makes preliminary determinations regarding network related problems, applications, or software problems, and guides users through corrective action steps;
- Develops departmental standards, guidelines, and procedures for users of risk management systems including intra-department automated systems and records;
- Performs data processing related duties including using available statistical or packaged software programs, encoding data, data entry and retrieval, and routine computer terminal operations or programming/reprogramming;
- Performs administrative support to department operations and personnel as well as provides technical advice in establishing, developing, and implementing risk management administrative policies, procedures, and reports related to regular or special assignments;
- Serves as leader or participates on special projects to install department programs and software relating to designated Risk Management Department programs and services;
- Performs special projects related work as assigned or required;
- Assists in budgeting and auditing activities;

- Performs P-Card audit and tracking;
- Handles Granicus contract and agreement setup;
- Attends meetings as needed; and
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Four (4) years in risk management and/or commercial insurance customer service technical support in an automated data systems environment; or an Associate's degree with major course work in management information, risk management, finance, public administration, business administration, or related field and two (2) years of experience as described above; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Certified Customer Service Representative, CISR or equivalent designations.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of automated risk management business operations and procedures;
- Knowledge of basic insurance coverage limits, terms, and conditions used in various public and private sector businesses, procurement, agreements, and contract relationships;
- Knowledge of standard office software applications such as word processing, spreadsheets, email, internet access, and data processing;
- Knowledge of database design, data transfer and conversion processes, data formats, and properties;
- Knowledge of office automation systems, procedures, and methods;
- Skill in using computers with spreadsheet, word processing, database, and presentation software and applications;
- Skill in effective written and oral communications, including preparing complex reports, policies, and procedures;
- Ability to work independently without close supervision, prioritize daily activities, and coordinate project work;
- Ability to maintain harmonious working relationships with co-workers, agency staff, and external contacts, and to work effectively in a professional team environment;
- Ability to conduct research and prepare special reports, correspondence, and recommendations, both orally and in writing.

PHYSICAL/MENTAL DEMANDS

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. Additionally, the following physical abilities are required:

- **Crouching:** Bending the body downward and forward by bending leg and spine.
- **Fingering:** Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- **Grasping:** Applying pressure to an object with the fingers and palm.
- **Handling:** Picking, holding, or otherwise working, primarily with the whole hand.
- **Lifting:** Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- **Pulling:** Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- **Reaching:** Extending hand(s) and arm(s) in any direction.
- **Visual ability:** Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.

- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Stooping: Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsive to changing goals, priorities, and needs.