

DEPARTMENT: RISK MANAGEMENT
CLASSIFICATION: COMPETITIVE
APPROVED: OCTOBER 5, 2015

INSURANCE PROGRAM CLERK

DISTINGUISHING FEATURES OF THE CLASS: Performs moderately difficult and varied clerical tasks in accordance with standard procedures and policies related to the county's risk and insurance programs. The programs include self-insurance, workmen's compensation, health care, and property, liability, and casualty insurance. Although most of this work follows an established routine, its efficient completion requires the application of independent judgment in the application of prescribed procedures and methods to routine cases and a general understanding of specific law, office rules, procedures, terminology and policies. Unusual problems or situations not previously encountered are referred to supervisor before action is taken. The incumbent assumes responsibility for clerical duties only. Duties requiring technical knowledge are performed by higher level Program Assistants. General supervision is received from the Senior Insurance Program Assistant. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Receives retirement notification from the human resources department and sends initial retirement letter to employee regarding the continuation of medical insurance;
2. Maintains retiree and workers compensation files and inputs data into computerized database system;
3. Prepares deposit for payments received and applies payments to database system if applicable;
4. Processes and mails collection letters for overdue payments;
5. Maintains and updates database and files including address and coverage changes, Medicare eligibility, and disability records and notifies appropriate parties of the change;
6. Assists staff in processing reimbursement of Medicare B checks for eligible retirees biannually and processing workmen's compensation checks;
7. Responds to any verbal or written questions or requests from retirees;
8. Verifies medical billings received and forwards to third party administrator;
9. Types vouchers for administrative services for compensation plan and types property and casualty checks;
10. Sorts, indexes and files correspondence, invoices, requisitions, charts, reports and other office records;
11. Composes and types routine correspondence;
12. Collects funds and accounts for monies received;
13. Answers telephone, re-directs phone calls, provides routine information and acts as a receptionist when necessary;
14. Maintains and prepares routine office records which may include employee time and attendance records;
15. Maintains office inventory and orders office supplies;
16. Operates standard office equipment including copier, adding machine, calculator and personal computer;

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of insurance programs including self-insurance, workmen's compensation, health care, and property, liability and casualty insurance; good knowledge of business arithmetic and English; good knowledge of office terminology, procedures, and equipment; skill in the use of spreadsheets, word processing and computerized databases to maintain and update records; ability to have good clerical computer skills; ability to type from clear copy, rough draft, or dictating machine at a reasonable rate of speed; ability to understand and follow verbal and written directions; ability to maintain accurate records; ability to write legibly; ability to get along well with others and interact effectively with the public; ability to maintain confidentiality; clerical aptitude; mental alertness; neatness of appearance; tact and courtesy; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree; OR

Graduation from high school or possession of an equivalency diploma and one (1) year of full-time paid office clerical experience

NOTE: Clerical experience involves the performance of routine office tasks, such as keeping of records and accounts, correspondence, recording/entering (keying) and retrieving data and/or information, in accordance with prescribed procedures. Stores clerk and cashier experience will not be accepted.