

**DEPARTMENT:** NIAGARA COUNTY RISK & INSURANCE SERVICES  
**CLASSIFICATION:** COMPETITIVE  
**APPROVED:** DECEMBER 10, 2018

**SENIOR INSURANCE PROGRAM CLERK**

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves responsibility for performing clerical duties in the enrollment and processing of employee health insurance and worker's compensation claims, property & casualty and auto claims. The work is performed under the general supervision of the Risk and Insurance Coordinator in accordance with prescribed rules and regulations. Task supervision may be exercised over subordinate staff; however, this is not first-line supervision. Does related work as required.

**TYPICAL WORK ACTIVITIES:**

1. Interprets health insurance programs to employees and explains the nature of such programs;
2. Determines eligibility of employees and enrolls them in the program;
3. Processes medical claims in accordance with benefit guidelines;
4. Assists employees in filing for medical claims;
5. Provides information to health care providers on medical benefits and coverage;
6. Reviews and processes worker's compensation claims;
7. Maintains health insurance and worker's compensation files;
8. Enters data for worker's compensation injury reports;
9. Assists with clerical duties associated with safety training programs and risk management investigations;
10. Assists the Director and Risk & Insurance Coordinator in the routine processing of property & casualty and auto claims;
11. Assists with daily routine healthcare enrollment and needs;
12. Operates standard office equipment including copier, adding machine, calculator and personal computer;
13. Maintains and prepares office records and reports.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:**

Good knowledge of the regulations, eligibility requirements and types of coverage of the health insurance programs; Good knowledge of the procedures involved in processing medical and workers compensation claims; 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:**

**SUGGESTED PROMOTIONAL QUALIFICATIONS:**

One (1) year of permanent competitive status as an Insurance Program Clerk in the Niagara County Risk and Insurance Services Department immediately preceding the date of exam.

**OPEN COMPETITIVE:**

1. 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**
2. Graduation from high school or possession of an equivalency diploma **AND** one (1) year of full-time paid experience processing, maintaining, and verifying insurance records or claims in an insurance or law office, healthcare provider's office, or third party administrator for the provision of health or workers' compensation benefits, safety training/compliance or other similar experience related to risk and insurance activities.