



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

INSURANCE CLAIMS AND POLICY PROCESSING CLERK SUPERVISOR

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Insurance Claim/Policy Process Clrk Supv.	R9041S	55	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Purpose

Devotes a substantial portion of time assigning and directly supervising work of at least two (2) full time equivalent employees**, acting upon leave requests, conducting annual performance evaluations and recommending disciplinary actions. Interviewing and recommending selection of applicants and conducting training of personnel. Processes new insurance policies, modifications to existing policies, and claims forms. Obtains information from policyholders to verify the accuracy and completeness of information on claims forms, applications and related documents, and company records. Updates existing policies and company records to reflect changes requested by policyholders and insurance company representatives.

Nature of Work

Insurance Claims and Policy Processing Clerk Supervisor devotes a substantial portion of time assigning and directly supervising work of at least two (2) full time equivalent employees and processes new policies, modifies existing policies, and claims forms. They review applications for completeness, compile data on policy changes, and verify the accuracy of insurance company records.

Insurance claims and policy processing manage claim files, contact claims customers, and perform general office administration tasks. Clerks obtain case information, review for accuracy and completeness, conduct routine investigations and make routine eligibility and compensation determinations. Work involves processing or overseeing the processing of insurance claims, reviewing completed work and reports, and preparing and maintaining records and reports. They process certain claims exceptions, maintain electronic files and databases, make authorized adjustments and corrections to claims, and respond to inquiries about the status of claims and the procedures for initiating claims. Insurance claims and policy processing clerks provide advice and information about the law and regulations, and apply approved interpretations of the law; extensive public contact in advising on the rights and obligations; they act as an intermediary to promote voluntary payment of claims.

Distinguishing Characteristics

The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

- Devotes a substantial portion of time assigning and directly supervising work of at least two (2) permanent/full time employees. Acts upon leave requests, conducts annual performance evaluations and recommends disciplinary actions.

INSURANCE CLAIMS AND POLICY PROCESSING CLERK SUPERVISOR

- Conducts training of personnel; may interview and recommend selection of applicants.
- Provides career coaching through mentoring and arranges for outside training opportunities when possible.
- Makes well-informed, effective, and timely decisions and perceives the impact and implications of those decisions.
- Makes point of view in a clear and convincing manner.
- Listens effectively and clarifies information as needed.
- Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.
- Writes in a clear and concise manner.
- Employees in this Role handle more complex cases involving extensive property losses or bodily injury.
- Employees have expertise in multiple types of insurances or a depth of knowledge and experience in one aspect of insurance such as property/casualty, health and life, product liability, or workers' compensation.

Recommended Education and Experience for Full Performance

Associates degree and two (2) years of experience in processing insurance claims, billing and/or collections, one (1) year of which must be supervisory.

Minimum Qualifications

High School Diploma or GED and one (1) year work experience in processing insurance claims, billing and/or collections.

Knowledge and Skills

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Knowledge

Leadership - Knowledge of leading through influence and persuasion by establishing mutual trust, respect, and loyalty, through shared beliefs, values, and goals; Being cognizant of subordinates' needs, goals, and aspirations, and to carefully consider these personal variables when making decisions.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership

INSURANCE CLAIMS AND POLICY PROCESSING CLERK SUPERVISOR

technique, production methods, and coordination of people and resources.

Skills

Leadership - Displaying attributes that makes employees willing to follow; applying effort to increase productiveness in areas needing the most improvement; establishing a spirit of cooperation and cohesion for achieving goals; making the right things happen on time; providing performance feedback, coaching, and career development to individuals to maximize their probability of success; giving subordinates the authority to get things accomplished in the most efficient and timely manner.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Service Orientation — Actively looking for ways to help people.

Time Management — Managing one's own time and the time of others.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Statutory Requirements: N/A

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Exempt.

Bargaining Unit: Not covered

Established: 07/27/2012 **Revised:**

***Means two (2) or any combination of full-time equivalent (FTE) status that equals at least two (2) regular or term status employees in non-temporary positions.*

****Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation. Not to be construed as minimum qualifications.*

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.