

Sunburst Hospitality Corporation Job Description

Job Code:
Job Title: Risk Management Claims Clerk
FLSA Status: Exempt
Prepared Date: November 2010
Reports To: Manager of Risk Management

SUMMARY

Coordinates insurance claim management by compiling investigative data from facilities throughout the country.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Monitors claim activity and interact with facilities and insurance carriers.

Identifies trends in losses by tracking claim history by facility and company wide.

Assists Manager of Risk Management with areas of loss control, administration of insurance and safety programs and more.

Coordinates and communicates regularly with facility staff to share information, best practices, questions and training needs.

Monitors lost-time workers compensation claims under close supervision.

Handles lower-level physical damage claims under close supervision.

Processes general liability claims by coordinating investigative information to determine liability exposure, follow up with claim adjuster as appropriate. Ongoing monitoring of online claim information including reserve levels, plan of action, and ensuring sufficient communication between hotel and claim adjuster is taking place.

Participates in periodic claim reviews for claims valued over \$10,000.

Review incoming workers compensation claims for compensability and benefits due, and communicating with adjuster as to plan of action. Monitors reserve accuracy and ensures ongoing communication is taking place between the hotel and claim adjuster.

Ensures claim files are properly documented.

Maintains professional vendor relationships.

Other duties and responsibilities as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential

functions.

QUALIFICATIONS (continued)

Speaks and writes English clearly and listens carefully.
Communicates well with many different types of people.
Changes easily and frequently between tasks.
Thinks logically, uses personal experience and sound judgment to make decisions.
Reads and interprets business records and reports.
Understands and uses computers and related equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds.

EDUCATION and/or EXPERIENCE

High School diploma or GED and zero to two years related experience and/or training; or equivalent combination of education and experience.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Generally protected from weather conditions but not necessarily from temperature changes.

Must be able to work effectively in a stressful environment, communicate well with others and effectively deal with employee concerns and issues.

The noise level in the work environment is usually moderate.

IMPORTANT NOTE: Critical features of this job are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons.

Employee Signature

Employee Name - Printed

Date

Note to Manager:
Please provide a copy of this signed job description to the employee and place the original in the employee's personnel file.