



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services
Phone: (701) 328-3290

Class Code: 0406

RISK MANAGEMENT CLAIMS ADMINISTRATOR

GRADE M

SCOPE OF WORK:

Work involves assuring claims filed against the State Risk Management Fund are properly resolved in compliance with North Dakota Century Code 32-12.2. The work involves analyzing, administering, and adjusting tort liability claims against the State and state employees; and addressing tort liability prevention, agency establishment of/and compliance with policies and procedures, training, and related issues to support the risk management process for state agencies of North Dakota.

DUTIES PERFORMED:

- Develop procedures to administer claims including medical record review for professional liability and personal injury tort claims.
- Evaluate claims and lawsuits in accordance with state law; determine compensable damages; recommend payout.
- Determine and monitor reserve amounts on claims for indemnity and expense exposures.
- Coordinate with excess or professional liability carriers on claims, renewals, and loss prevention when appropriate.
- Determine the need for expert review of damages.
- Coordinate with the State's legal counsel and agency directors in resolving claims.
- Respond to claimants and representatives regarding status of claims; update state agency on status of the claim.
- Prepare documentation for and represent State in Small Claims Court to defend decision to deny claims.
- Address loss control issues identified through claims with the Risk Management Division staff.
- Conduct loss control audits of State agencies' policies and procedures to identify and address risks of loss.
- Analyze and rate annual applications for Risk Management Fund discount program.
- Review and analyze agencies' records of loss history and loss control programs.
- Research audit findings; prepare remedial action recommendations; review audit findings with agencies; suggest operational improvements; conduct follow-up audits.
- Develop, conduct, and participate in training and education on risk management, loss control, and safety issues.
- Respond to questions and requests for information from state agencies and employees.

- Assist Division Director in implementing, monitoring, and modifying components of the loss control programs.
- Represent Division Director in his/her absence.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree in business or public administration, risk management, economics, insurance, or legal assistant and three years of work experience in risk management, loss control, claims administration, or other closely related work experience. Certification as an Associate of Risk Management (ARM), Certified Risk Manager (CRM), or Associate Loss Control Manager (ALCM) may substitute for one year of the work experience requirement.

Eff. Date: 11/04

Rev: 7/12 – Conversion to Hay System