



**NORTH DAKOTA  
CLASS DESCRIPTION**

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

Class Code(s): 4259

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**CLAIMS UNIT SUPERVISOR**  
**WORKFORCE SAFETY & INSURANCE**

GRADE N

**SCOPE OF WORK:**

Work involves supervising a Workforce Safety and Insurance claims unit.

**DUTIES PERFORMED:**

- Supervise Claims Unit staff; establish work goals and standards, conduct performance reviews, provide feedback and mentoring to employees to meet performance goals; coordinate staffing.
- Audit cases to include document review, analysis, identifying and assuring compliance, validation of facts, coding diagnosis, and identifying trends.
- Facilitate or attend meetings with a vast scope of internal and external customers; serve on various committees.
- May conduct initial claims training for newly hired claims adjusters.
- May adjudicate difficult claims.

<p>NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.</p>
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**MINIMUM QUALIFICATIONS:**

Requires a bachelor's degree and six years of work experience processing injured worker claims. Additional claims work experience may substitute on a year-for-year basis for up to two years of the education requirement.

Eff. Date: 9/09

Rev: 7/12 – Conversion to Hay System