

FRESNO UNIFIED SCHOOL DISTRICT
Position Description

TITLE:	Benefits Risk Management Assistant	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Benefits & Risk Management	CLASSIFICATION:	Confidential
FLSA:	Non-Exempt	WORK YEAR:	12 Months
BOARD APPROVAL:	June 17, 2009	SALARY:	T-34/Confidential Salary Schedule

BASIC FUNCTION:

Under the direction of an assigned supervisor, work independently in the administration and adjudication of general liability claims; determine appropriate handling of cases and respond to inquiries from insurance administrators, employees and others to deliver high quality services to meet needs of the District.

REPRESENTATIVE DUTIES: (Persons employed in this position may perform any combination of the essential functions shown below (E). This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)

Determine timely and appropriate handling of cases and inquiries using independent judgment and understanding of insurance, legal requirements and District procedures; respond in a timely and professional manner to inquiries from insurance administrators, employees and others. *E*

Receive and transcribe specialized dictation using dictation skills or computer notebook; answer correspondence, routine letters, and inquiries under the direction of an assigned supervisor or designee. *E*

Prioritize duties including telephone requests, correspondence, internal communications, and reporting requirements. *E*

Receive telephone calls and respond in a timely manner utilizing good judgment and referral to other personnel as necessary to provide high quality services. *E*

Communicate with employees, sites and departments on confidential or sensitive issues according to established guidelines and procedures as assigned; *E*

Arrange meetings with District and outside personnel and make travel arrangements as required; maintain and ensure accurate scheduling and updating of calendar in a timely manner. *E*

Gather, analyze and summarize accurate information for the preparation of reports to support the department and district's objectives; compose correspondence and written materials independently. *E*

Operate a variety of standardized office equipment. *E*

Perform related duties as assigned.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Graduation from high school with some college desirable; three years of increasingly responsible advanced secretarial experience including one year in insurance, claims, or a legal environment.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Current office practices, procedures and equipment.
- Software programs including but not limited to word processing, spreadsheet, and basic presentation graphics.
- Correct oral and written usage of English, grammar, spelling, punctuation and vocabulary.
- Education Codes, Board policies, District regulations, policies and objectives related to assigned activities.
- Interpersonal skills using tact, patience and courtesy.
- Accurate record-keeping techniques.
- Telephone and receptionist techniques and etiquette.
- Department operations, procedures, specific rules and precedents of the office
- District goals.

ABILITY TO:

- Operate a computer to enter data, maintain records and generate reports, memorandums and letters
- Read, interpret, apply and explain rules, regulations, policies and procedures.
- Organize, assemble and prepare data for comprehensive and complex reports.
- Effectively communicate and understand both orally and in writing.
- Establish and maintain cooperative and effective working relationships with a diverse range of people.
- Learn new or updated computer systems/software programs to apply to current work.
- Analyze and synthesize information for accurate data reporting to support district goals.
- Work independently and complete work with many interruptions.
- Type at 40 words net per minute.
- Communicate using patience and courtesy in a manner that reflects positively on the organizational unit.
- Determine appropriate action within clearly defined guidelines.
- Train and provide work direction to others as assigned.
- Actively participate in meeting District goals and outcomes.
- Prioritize and meet schedules and time lines.
- Apply integrity and trust in all situations.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment; constant interruptions; contact with dissatisfied individuals; intermittent noise; repetitive activities.

PHYSICAL ABILITIES:

With reasonable accommodations, if necessary, dexterity to operate a computer, and other standardized office equipment; sitting for extended periods of time; reaching overhead, above the shoulders and horizontally, bending at the waist and kneeling or crouching to retrieve files from cabinets and shelves; hearing and speaking to exchange information in person or on the telephone; seeing to read various documents related to assigned activities; lifting light objects.

Fresno Unified School District is an Equal Opportunity/Affirmative Action Employer and reasonable accommodations are made under the Americans with Disability Act as required by law.

E= Essential Functions

APPROVALS:

Kim Mecum, Associate Superintendent
Division of Human Resources

Date

Michael E. Hanson
Superintendent

Date

ConfBenRiskMgtAsst.MEY