Missouri Department of Transportation Job Description

Job Title: Claims Administration Manager

Title Code: R04644

Salary Grade: 10

Exemption Status: Exempt

Supervisory Responsibilities: Full Supervision

District/Division: Central Office – Employee Health and Wellness

Effective Date: 10-01-2025

Replaces (Effective Date): 12-16-2024

General Summary

The claims administration manager is responsible for mitigating risks and limiting liability related to worker's compensation. Responsibilities are performed under general supervision.

Minimum/Required Qualifications

- Bachelor's Degree: Business Administration, Public Administration, Safety/Risk Management, or related field, **AND** six years of experience in an area related to risk management, **OR**
- Ten years of experience in an area related to risk management.

Special Working Conditions/Job Characteristics

- Job requires occasional, statewide, overnight travel.

Examples of Work

1. Supervises activities of the claims unit including the investigation, negotiation, and resolution, including settlement of worker's compensation claims.
2. Coordinates activities involving self-insurance plan including applicable outside contracts with network providers; supervises preparation of annual reports.
3. Serves as a member of the department’s Fit for Duty team to determine employees’ ability to perform job tasks.
4. Makes recommendations to the central office safety and emergency management unit on potential hazards or accident frequencies based on information received from staff.

5. Handles controversial contacts with the general public, insurance companies, attorneys, legislature, and employees.

6. Prepares fiscal note responses, as needed.

7. Oversees the accounts payable process to ensure vendors are paid in a timely manner.

8. Prepares data for annual actuarial study; reviews and analyzes the study regarding future funding of self-insurance plan.

9. Performs supervisory responsibilities.

10. Performs other responsibilities as required or assigned.