

# Missouri Department of Transportation

Code: R04644

Title: Claims Administration Manager

Exemption Status: Exempt

Grade: 10

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## Job Description

**Effective Date** 07-01-2022

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**Replaces  
(Effective Date)** 09-01-2021

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**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.

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**Minimum/Required  
Qualifications**

Bachelor's Degree: Business Administration, Public Administration, Safety/Risk Management, or related field  
Six years of experience in an area related to risk management.

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**Supervisory  
Responsibilities**

Full Supervision

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**Location**

Central Office – Employee Health and Wellness Unit

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**Special Working  
Conditions/Job  
Characteristics**

Job requires occasional, statewide, overnight travel.

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## 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 in a manner consistent with the department's Affirmative Action Program.
- (10) Performs other responsibilities as required or assigned.

**The Missouri Department of Transportation promotes an equal opportunity workplace that includes reasonable accommodation of otherwise disabled applicants and employees. Please see your manager should you have any questions about this policy or these job duties.**