Human Resources
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Claims Analyst

JOB CODE	JOB FAMILY	PROFILE
JCV506	**Risk/Claims Management**	**Claims Analyst**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$22.81 - $36.01**	**September 21, 2026**

The Claims Analyst investigates, researches, evaluates, and processes a range of claim types. Provide excellent customer service to both internal and external customers. Process claims to include workers' compensation, property/casualty, auto, and general liability. Assure compliance with all applicable laws, rules, and regulations related to claim handling.

Job Description

DUTIES AND RESPONSIBILITIES

- Monitors strategy and progress of County claims adjusted by insurance companies, third party administrators, and self-insurance pools.
- Serves as the point of contact for claims and as liaison between insurance carriers, attorneys, investigators, vendors providing claims related services, Risk Management staff and other County personnel, medical providers, and County administration.
- Works with insurance companies, self-insurance pools, third party administrators, County Legal, and other County departments to coordinate the gathering, collection and organization of discovery material.
- Investigates, researches, analyzes, and evaluates claims, forwarding required documentation to insurance companies, third party administrators, and self-insurance pools.
- Attends and participates in mediations and hearings as assigned.
- Verifies services completed for invoice payments of worker's compensation, property/casualty, auto, or general liability claims.

- Responsible for the coordination and maintenance of paper and electronic claim files.
- Prepares comprehensive reports and correspondence related to claims, coverage, and losses by utilizing database and spreadsheet capabilities.
- Researches claim information for safety and loss control purposes; analyzes data, identifies potential risks to which the County is exposed, and makes recommendations for implementation of loss control measures.
- Assists in the development and implementation of policy and procedures related to claims management, loss control, and insurance providers.
- Monitors developments and trends affecting the insurance industry, such as changing case law, industry's best practices, or industry standards.
- Coordinates with Safety and creates and/or conducts presentations.
- As directed, assists with or prepares any Occupational Safety and Health Administration (OSHA) logs and reports.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

MINIMUM QUALIFICATIONS

- High School Diploma or GED.
- Five (5) years of work experience in claim administration/processing within worker's compensation, property/casualty, auto, and general liability insurance field.

Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver's license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.

WORKING CONDITIONS

- Essential job duties are performed indoors in a climate-controlled environment.
- Primary work surface is even, dry, carpeted or tiled floor.
- Works alone primarily, with or without directions. Works with a group at times and with a select team at times.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment used in performing duties includes computer, camera, recording equipment, telephone, fax machine, and copy machine.
- Materials and products handled on performance of duties include logs, spreadsheet, graphs, pie charts, writing utensils, safety manual, rules and regulations, and various office forms.