

Senior Claims Analyst Job Description

Washington Retail Association

Washington Retail (WR) was established in 1987 by merchants concerned with advancing and safeguarding the well-being of the retail industry. Today the Association is recognized by businesses, legislators, state officials and other trade groups as a powerful and effective spokesperson for retail. The office headquarters are located in Olympia Washington at 618 Quince St SE.

WR's strength is in its membership, whose perspectives and needs shape the association's priorities and positions. WR represents over 4,500 retail storefronts, from the largest national chains to the smallest independent businesses. Members include wholesalers, dealers, professional services, and mall owners/operators.

Through its representation of, and advocacy for the retail industry's interests, WR supports a business-friendly environment in the state of Washington. The association is a valuable source of critical information and provides members and the public with timely updates on important legislative and regulatory issues, as well as key retail industry trends. WR members rely on the Association as an effective intermediary with state government and for its business resources and Retrospective Rating Services program (RETRO).

Nationally the Association is affiliated with the National Retail Federation, the Food Marketing Institute, the International Council of Shopping Centers, the National Association of Chain Drug Stores, the Retail Industry Leaders Association, and the Council of State Retail Associations. WR has strong partnerships with local chambers of commerce, economic development organizations as well as the state chamber, the Association of Washington Business.

WR operates two key program areas on behalf of its retail members:

Policy and Advocacy

WR examines every legislative bill and state agency regulation proposed from an exclusively retail perspective to support positive legislation and effectively navigate any negative impacts impacting the retail industry. A lobbying team represents members' interests during the legislative session and works with agencies and other interest groups year-round. The team also engages in local government and congressional issues in cooperation with various partners.

Retail Association Services, Inc. (RS)

WR's subsidiary, Retail Association Services, Inc (RS) offers members access to business resources (planning, HR and Legal services, advertising, and safety resources) as well a group enrollment in its Retrospective Rating Program (RETRO), a safety incentive program offered by Labor and Industries. The RETRO program is a key source of revenue for the organization. www.washingtonretail.org

The Opportunity

Washington Retail has distinguished itself as one of the most vibrant retail associations in the country. The two Retro groups (retail and auto) operated by its subsidiary, Retail Services, Inc., has a history of outstanding services and performance.

The successful candidate will have the opportunity to join a dynamic team to support our members in navigating safety requirements and the complex workers' compensation system in Washington State.

The Position

The Senior Retro Claims Analyst works with a small, caring and highly skilled Retro team to support the vision and mission established by Board of Directors of the Retail Services (RS), a subsidiary of Washington Retail Association (WR). The primary responsibility of this position is to review, investigate, and process claims on behalf of our members interest at the forefront of every decision.

Required Position Qualities

- Excellent verbal and written communication skills. Must be able to communicate effectively in all challenging circumstances and conversations
- Models a high degree of confidentiality, personal integrity, and thoughtfulness in decision-makings
- Exemplifies professionalism in work quality, commitment, and coordination of all aspects of claims management
- 8 - 10 + years of retrospective workers compensation claims management experience or its equivalent in similar environments
- Good working knowledge and experienced in the workers' compensation claim appeal process
- Possesses a strong learning aptitude and analytical skill
- Must be able to work independently with minimal direction, and equally well in a team atmosphere
- Excel and Gardiant software experience are helpful

Primary Roles and Responsibilities

Claims Management and Analysis

- Manages a portfolio of member accounts through building trust and excellent customer service
- Analyzes each claim throughout its life cycle by applying your skills and knowledge, and engaging other team members when appropriate
- Applies professional discretions on claims that may require third party engagement, and follows through the process closely in coordination with your supervisor
- Supports the whole Retro Claims Team in claims management and projects to produce positive results for individual members and our Retro groups as a whole
- Supports projects with the goal to maximize membership satisfaction and Retro group performance

As a result of your knowledge to educate members and tenacity in claims adjudication, your portfolio of members experiences the following outcomes:

- Members are educated on ways to minimize claims cost through building a safety culture, and are prepared to offer light duties
- Injured workers return to work as soon as medically possible
- Proactive, timely, and accurate communication with L&I, employers, workers, attending providers to ensure progress and speedy claims closure
- Evidence that members in your portfolio trust and rely on your expertise and dependability

Other Duties

- Works in coordination with the entire RS team to improve safety education and member services.
- Coordinates with all WR/RS team members to ensure timely response to all inquiries from members.
- Promotes the totality of membership value to your portfolio of members and/or in any external interactions through acquiring knowledge of WR/RS offerings and capabilities.
- Adheres to the WR Employee Handbook and make the vision, mission, and core values of WR the overarching guide to your daily interactions and decision-making

The above list does not offer a complete review of all job duties and management reserves the right to modify, add or remove duties as business needs require and shall not be construed as a promise or contract of specific duties.

Salary + benefits negotiated at offer. To apply contact **Rose Gundersen, VP of Operations & Retail Services** at rgundersen@waretailservice.com or call 360-704-0049.