

TITLE	Claims Consultant	DATE REVISED	May 28, 2026
DEPARTMENT	Safety/Claims	FLSA (HR Use Only)	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt
REPORTS TO	Program Director	Salary Range	\$55,000 - \$68,000

JOB SUMMARY:

The Claims Consultant assists member employers in navigating Washington State workers' compensation claims by providing claim analysis, return-to-work support, and coordination with L&I and other stakeholders. This hybrid position combines remote and in-office work and focuses on improving claim outcomes, reducing costs, and supporting compliance with applicable regulations and program requirements.

SUPERVISORY RESPONSIBILITIES:

(Supervision means the position has responsibility for the employee life cycle: hiring/firing, assigning work, performance reviews, disciplinary action, providing direction, training, scheduling/approving time off, etc.)

Does this position provide supervision to others? No Yes

ESSENTIAL JOB FUNCTIONS:

- Serves as a trusted advisor to Retro and Safety Program members by providing guidance and strategic support throughout the workers' compensation claims process.
- Analyzes workers' compensation claims, medical documentation, claim histories, and related records to identify opportunities for cost containment, claim resolution, and improved outcomes.
- Monitors and manages claim activity to ensure timely and appropriate action by Washington State Labor & Industries (L&I), employers, medical providers, vocational counselors, and other stakeholders.
- Develops and maintains productive working relationships with member employers, L&I representatives, healthcare providers, vocational counselors, and injured workers to facilitate effective claim management and communication.
- Coordinates return-to-work and stay-at-work efforts by collaborating with employers and external partners to support safe and timely employee reintegration into the workplace.
- Maintains accurate, detailed, and confidential claim records, documenting claim activity, recommendations, communications, and follow-up actions.
- Prepares and presents reports, claim analyses, and recommendations to members and leadership regarding claim trends, program performance, cost drivers, and risk reduction opportunities.
- Supports mediation and appeals processes by assisting employers with the collection, organization, and review of factual claim information and supporting documentation.
- Ensures compliance with applicable Washington State workers' compensation regulations, L&I requirements, Retro Program guidelines, and organizational policies.
- Manages recurring communications, reporting requirements, and program deliverables while ensuring deadlines and service standards are consistently met.
- Collaborates with other team members to develop solutions, improve program effectiveness, and enhance member service delivery.
- Stays informed of changes in workers' compensation laws, regulations, industry trends, and best practices to support continuous improvement and member education.
- Participates in training, professional development, and organizational initiatives to enhance knowledge, skills, and overall program success.
- Composes, types, and distributes professional correspondence as requested by management.
- Adheres to company policies, procedures, and compliance standards in daily operations.
- Perform other duties as assigned.

SKILLS & ABILITIES:

- Strong proficiency in Microsoft Office Suite (Outlook, Word, PowerPoint, Excel).
- Exceptional attention to detail with a focus on accuracy and thoroughness.
- Highly organized with the ability to prioritize and manage multiple tasks in a fast-paced hybrid work environment.
- Must be able to maintain reliable internet access and effectively perform duties in both remote and office settings.
- Strong written and verbal communication skills, with a professional demeanor, via phone, virtual, electronic, and in-person interactions.
- Strong interpersonal skills and the ability to collaborate effectively across teams and staff levels.
- Commitment to high standards of quality and professionalism.
- Demonstrated alignment with our mission to develop relationship-driven professionals who deliver exceptional client experience and collaborate in a rewarding environment.

EXPERIENCE:

- Minimum of three (3) years of experience in workers' compensation, claims administration, risk management, insurance operations, occupational safety, human resources, case management, or a related field.
- Strong background in customer service, case management, and professional communication with multiple stakeholders preferred.
- Experience supporting mediation preparation, claims cost containment strategies, and return-to-work coordination is preferred.

EDUCATION:

- Associate degree in a related field preferred, or an equivalent combination of education, training, and relevant work experience.

HYBRID WORK ENVIRONMENT:

This is a hybrid position requiring a combination of remote and in-office work. Employees must report onsite as required, maintain reliable internet access, and reside within a reasonable commuting distance of the assigned office location. Hybrid schedules may be adjusted based on business needs.

PHYSICAL REQUIREMENTS:

- Ability to sit, stand, walk, and move around for extended periods of time.
- Ability to lift and carry lightweight objects (up to 10 pounds).
- Ability to work in a fast-paced environment with moderate noise levels.
- Ability to hear and communicate effectively with clients, staff, and other stakeholders.

AN EQUAL OPPORTUNITY EMPLOYER:

Washington Farm Bureau is an equal opportunity employer and administers all personnel practices without regard to race, color, religious creed, sex, gender, age, ancestry, national origin, mental or physical disability or medical condition, sexual orientation, gender identity or expression, marital status, military or veteran status, genetic information, or any other category protected under federal, state, or local law.