**CLAIMS ADMINISTRATOR**

Supplemental Questionnaire

Please answer the following questions. Your answers will be used as part of the screening process. Attach additional sheets of paper as necessary to thoroughly answer each question.

1. Describe your background in administering workers’ compensation claims. What is your approach to injured workers? Please provide specific information about your accomplishments.
2. Please describe your experience working with a claims database system such as RiskMaster or any other similar claims database software and tell us if you consider yourself a beginner, intermediate or power user of the database(s) you have used.
3. Describe a difficult problem you have resolved that required sensitivity in dealing with an injured worker. What was the outcome?
4. What are some of the key factors in developing effective working relationships with internal and external customers?