

TITLE: CLAIMS INVESTIGATOR

CODE: 12124

GENERAL DESCRIPTION:

This is responsible claims investigation work involving the close examination of claims made by and against the District.

Work involves responsibility for clerical tasks and the organization of facts in preparation of resolution of claims. Duties include investigating and reporting on claims, analysis of delinquent accounts, and maintenance of various accounting records. This position also has the responsibility for making routine claims investigation decisions in accordance with established procedures. This work requires that the employee have some knowledge, skill and ability in claims investigation.

SUPERVISION RECEIVED:

Works under the general supervision of a supervisory or administrative employee.

EXAMPLES OF DUTIES:

Investigates and reports on District claims against transgressors including vehicular and non-vehicular accidents, vandalism, theft, fraud, and debts.

Investigates and reports on claims against the District including vehicular and non-vehicular accidents, damages and employee misconduct.

Assists in collection of monies for delinquent water accounts and miscellaneous bills. Confers with customers, attorneys or District personnel regarding collection action. Appears as a court witness representing the District.

Establishes payment schedules. Determines abatement of penalties and occupancy/hardship status.

Responds to inquiries and complaints and assists in the follow-up of claims.

Assists in processing and scheduling termination and restoration of service for non-payment. Assists Operations Function with service shut on/off during off-hours. Demonstrates service termination procedures.

Maintains and files documents. Compiles and reviews records and forms to determine completeness and accuracy of computations, coding and conformance to established procedures.

Posts and logs financial data by hand or using a data terminal. Generates reports using a personal computer or computer terminal.

TITLE: CLAIMS INVESTIGATOR

CODE: 12124

Provides information to customers and others requiring customer financial data. Prepares summaries and analyses financial data according to explicit instructions.

Responds to emergency calls on off hours.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Some knowledge of claims investigation principles and practices.

Considerable knowledge of account clerical procedures and techniques.

Considerable knowledge of the operations of standard office machines and a computer terminal and personal computer.

Considerable knowledge of business English.

Considerable skill in mathematical computation.

Good ability to investigate claims.

Considerable ability in oral and written communications.

Considerable ability to follow oral and written instructions.

Considerable ability to perform administrative procedures.

Considerable ability to learn the operations of the assigned department.

Considerable ability to establish and maintain effective working relationships with coworkers, attorneys, other governmental agencies, contractors, customers, and the general public.

Some ability to perform collection duties with tact and firmness.

QUALIFICATIONS:

A high school diploma or the equivalent plus four years of progressively responsible accounts receivable experience including some claims investigation and public contact, or an equivalent combination of education and qualifying experience substituting on a year-for-year basis.

SPECIAL REQUIREMENTS:

Must have a valid driver's license.