

TITLE: CLAIMS AGENT

CODE: 12125

GENERAL DESCRIPTION:

This is responsible claims administration work involving the investigation and settlement of claims made by and against the District.

Work involves responsibility for fair resolution of claims and collection of attendant damages. Duties include investigating and reporting on claims, negotiating and resolving settlements, and maintaining records. This position also has the responsibility for making standard claims administration decisions in accordance with established procedures, including the granting of settlements within established limits. This work requires that the employee have good knowledge, skill and ability in claims investigation and administration.

SUPERVISION RECEIVED:

Works under the general supervision of the Customer Accounting and Risk Services Administrator.

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.

Confers and negotiates with claimants or debtors, including individuals, companies, other governmental agencies, attorneys, and insurance companies. Determines smaller settlements of claims and recommends settlement levels for larger claims. Collects on bills and arranges for payment schedules with debtors. Handles subrogation matters.

Maintains claims records and compiles and prepares reports and correspondence. Answers inquiries. Researches technical and administrative questions.

Responds to emergency calls on off hours.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Good knowledge of claims administration principles and practices.

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Good knowledge of public administration principles and practices as applied to claims resolution.

Considerable ability in oral and written communication.

Considerable ability to investigate claims and to negotiate and resolve settlements.

Good ability to administer complex administrative procedures and to maintain records.

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

QUALIFICATIONS:

An associate's degree from a recognized college in business or insurance administration plus two years of progressively responsible experience in claims or insurance administration, 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.