

MAJOR FUNCTION

This is specialized technical, professional and administrative work adjusting claims in the Risk Management Division of the Treasurer-Clerk Department. The job class incumbent reviews field investigation reports, evaluates the City's liability and approves settlement of claims. The employee exercises considerable initiative and independent judgment and routinely interacts with claimants, insurance carriers, medical and ancillary providers, and various City departmental representatives in the performance of job responsibilities. Work is performed in accordance with established procedure under the general supervision of the Risk Management Administrator and is reviewed through reports, conferences and by results achieved.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Reviews reports, determines liability and approves settlement of claims assigned to contracted vendors performing field investigation services. Monitors services provided by vendors for compliance with contract terms, including completion of assignment, timeliness, etc. Investigates, evaluates and processes general liability and automobile claims assigned directly. Determines liability and approves settlement of claims. Establishes reserves for each claim and maintains adequate funds for each loss from opening to closing of all associated claims. Reports first-party insured losses to appropriate City insurance carrier per guidelines set forth in applicable policy. Investigates and monitors said claims and works with carriers to determine appropriate disposition. Establishes, maintains and coordinates emergency management services claims data as specified by the City's medical malpractice carrier. Gathers and manages information regarding medical malpractice claims. Coordinates and reviews the claims related work products of the City's Risk Management Specialist and Worker's Compensation Examiner. Assists Risk Manager in development of loss prevention program. Participates in loss prevention activities and conducts training throughout the organization. Represents Risk Manager on various committees related to risk management, loss prevention, and attends other meetings as required. Assists Risk Manager and the City's defense counsel in litigation preparation. Performs related work as required

Other Important Duties

Assists with development of requests for proposals or bids. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Skills and Abilities**

Thorough knowledge of the principles, practices, procedures and regulations pertaining to claims adjusting, risk management and loss prevention. Considerable knowledge of effective methods and techniques used in the investigation, settlement and subrogation of claims. Knowledge of state statutes, applicable case laws, and claims adjuster's code of ethics. Knowledge of medical and other technical terminology that may be related to claims examination and settlement. Knowledge of the principles and practices of modern governmental accounting and financial forecasting and management. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to communicate clearly and concisely, both orally and in writing. Ability to prepare and maintain accurate and comprehensive written reports and records. Ability to explain technical claims problems or procedures in simple, non-technical language when necessary. Ability to make fair and impartial decisions based on available facts and evidence. Ability to interpret and apply technical information to real situations. Skill in the use of microcomputers and associated programs and applications that are necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration, finance, insurance, risk management or a related field and three years of professional experience that includes risk management, loss control, claims adjusting, accident investigation, or safety administration; or an equivalent combination of training and experience.

Necessary Special Requirements

Must possess an Adjuster All Lines 620 license issued by the Florida Department of Insurance at the time of appointment.

Must possess a valid Class E State driver's license at the time of appointment.

Established: 04-29-04

Revised: 08-10-09
05-27-26