

MAJOR FUNCTION

This is specialized technical work in conducting investigations of general liability and auto liability claims filed against the City and recovering damages to City property, vehicles and pursuing workers' compensation liens. The employee must be able to independently review and evaluate information provided by City personnel and citizens to resolve claims. While working under general supervision of the Risk Management Administrator, the employee is required to exercise initiative and independent judgment in completing assigned tasks to include determining methods of investigation to be utilized. The employee has considerable contact with the general public and employees for the purpose of protecting the City's interests. Therefore, the exercise of tact and courtesy is required. Work is reviewed through conferences, reports submitted, and observations of results obtained.

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

Investigates, evaluates, negotiates, and processes liability claims involving City employees and/or property. Receives and responds to claims by telephone or in writing. Oversees damage recovery processes, including filing Workers' Compensation liens and pursuing and collecting Workers' Compensation lien settlements. Conducts research and carries out special project assignments to include specific requests from departments. Assists in maintaining accurate records of all claims activities, property schedules and valuation. Performs related work as required.

Other Important Duties

Accompanies outside agents and insurance inspectors on inspections of City properties and facilities. Assists in administering the overall City insurance program. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of effective methods and techniques used in investigations and settlement of liability and subrogation claims. Knowledge of the rules of evidence and legal terminology. Knowledge of state statutes, applicable case laws, and claim adjuster's code of ethics. Knowledge of county and state court rules and procedures. Knowledge of legality of claims in the area of law relating to negligence. Some knowledge of the City and its geography. 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 accurate and complete written reports and maintain records. Ability to use a microcomputer and the programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of an associate's degree and three years of adjusting experience that includes investigating and adjusting general and/or auto liability, Workers' Compensation or property claims; or an equivalent combination of training and experience.

Necessary Special Requirements

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

Must possess a current Florida Adjuster 5-20 or 6-20 license at time of appointment.

Established: 09-02-86
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09-21-94
08-27-08
09-23-08
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