

CLASS SPECIFICATION
SAN DIEGO CITY CIVIL SERVICE COMMISSION
SENIOR CLAIMS REPRESENTATIVE - 1937

DEFINITION:

Under direction, to perform the most difficult and responsible claims adjusting work related to the City's public liability, workers' compensation, cost recovery, or other specialized risk management programs; to lead the work of professional claims representatives; and to perform related work.

*** EXAMPLES OF DUTIES:**

- Conducts the most difficult, complex, and sensitive investigations of workers' compensation, bodily injury, and property loss or damage claims filed against the City;
- Performs cost recovery investigations regarding damage to City property or injury to City personnel;
- Leads the work of professionals and paraprofessionals;
- Performs special projects relating to legislative policy, department operations, or other matters of comparable difficulty and responsibility;
- Facilitates liability evaluations;
- Coordinates training programs and large projects;
- Interviews or corresponds with claimants, witnesses, physicians, and attorneys, and assists in the preparation of cases for litigation;
- Maintains monetary reserves;
- Reviews police and hospital records;
- On a scheduled or on-call basis, inspects scenes of accidents, takes photographs, and collects and preserves evidence;
- Evaluates property damage and bodily injuries to determine extent of the City's liability;
- Estimates settlement value if City liability exists;
- Negotiates with claimants in order to effect equitable settlements out of court;
- Recommends claim denials;
- Effects settlements within assigned monetary authority;
- Handles cost recovery/subrogation functions;
- Prepares comprehensive investigative reports;
- Represents the City in small claims actions, mediations, and settlement conference;
- Performs projects related to the maintenance of the City's insurance portfolio;
- Assists in the preparation of cases for litigation;
- Attends industrial leave hearings and hearings of the Workers' Compensation Appeals Board;
- Evaluates and rates disabilities;
- Performs related projects as assigned.

* **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Description for updated minimum qualifications: <https://www.governmentjobs.com/careers/sandiego/classspecs>.

Three years of full-time professional experience in the investigation, adjustment, and settlement of general and/or automobile liability claims involving bodily injury and property damage claims, which must include at least two years of full-time experience handling claims covered by California law. Qualifying professional experience must include the authority for approval of settlements and denial of claims.