

CLASS SPECIFICATION
SAN DIEGO CITY CIVIL SERVICE COMMISSION
CLAIMS AIDE - 1340

DEFINITION:

Under general supervision, to perform a variety of subprofessional workers' compensation, public liability, rehabilitation, long term disability, and other claim assignments of average difficulty; and to perform related work.

*** EXAMPLES OF DUTIES:**

- Reviews, evaluates, and adjusts the less complex and serious claims against the City, including medical only, small property damage, tow-away, recovery of revenues subrogation, and other claims involving limited liability exposure and in which determination of liability is not a major issue;
- Evaluates and coordinates early intervention and other less sensitive, non-stress related and non-litigated rehabilitation cases;
- Determines whether injuries are work related; establishes reserves for medical expenses;
- Processes and effects settlements and payments within assigned monetary authority;
- Conducts investigations and interviews or corresponds with claimants, witnesses, physicians, and attorneys;
- Calculates cost of damage or benefits;
- Prepares settlement documents;
- Conducts on-site job analyses to obtain specific information regarding injured employee's job;
- Provides information to claimants, employees, attorneys, and physicians regarding risk management programs, policies, procedures, requirements, and status of claims;
- Assists professional claims representatives in investigating, evaluating, and resolving the more complex cases, as assigned;
- Initiates and maintains case files and prepares case reports;
- Performs related risk management duties as assigned.

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>.

One year of full-time experience as a Claims Clerk or Benefits Representative I with the City of San Diego Risk Management Department; **OR** six months of full-time experience as a

- * **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.

Benefits Representative II with the City of San Diego Risk Management Department; **OR** six months of full-time experience as a Claims Clerk or Benefits Representative I with the City of San Diego Risk Management Department, **AND** successful completion of one of the following Insurance Educational Association (IEA) classes or equivalent agency's classes: Property and Liability Insurance Principles; Introduction to Claims; or Workers' Compensation Claims. Possession of a valid California Class C Driver's License.