

CLASS SPECIFICATION
SAN DIEGO CITY CIVIL SERVICE COMMISSION

CLAIMS AIDE

DEFINITION:

Under general supervision, to perform a variety of subprofessional workers compensation, public liability, rehabilitation, long term disability and other claims 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" claims, small property damage and tow-away claims, recovery of revenues subrogation claims, 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, and 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 Announcement for updated minimum qualifications.

One year of full-time experience as a Claims Clerk in the Risk Management Department; **OR** six months of full-time experience as a Claims Clerk, **AND** successful completion of one of the following Insurance Educational Association classes: Property and Liability Insurance Principles, Introduction to Claims, or Workers' Compensation Claims.

- * **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.