

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

CLAIMS REPRESENTATIVE II

DEFINITION:

Under general supervision, to perform varied and difficult claims adjusting work related to the City's public liability, workers compensation, cost recovery, or other specialized risk management programs; and to perform related work.

* EXAMPLES OF DUTIES:

- Investigates varied and difficult claims for workers compensation, or serious bodily injury and property damage filed against the City;
- Performs cost recovery investigations regarding damage to City property or injury to City personnel;
- Reviews accident or injury reports;
- Interviews or corresponds with claimants, witnesses, physicians, and attorneys;
- Reviews police and hospital records;
- Maintains monetary reserves;
- On a scheduled or on-call basis, inspects scenes of accidents, takes photographs, and collects and preserves evidence;
- Evaluates property damage and injuries to determine extent of the City's liability;
- Estimates settlement value of claims if City liability exists;
- Negotiates with claimants in order to effect equitable settlements out of court;
- Recommends claim denials;
- Effects settlements within assigned monetary settlement authority;
- Prepares comprehensive investigative reports;
- Represents the City in small claims actions;
- Assists in the preparation of cases for litigation;
- Performs projects related to the maintenance of the City's insurance portfolio;
- Attends hearings of the Workers Compensation Appeals Board;
- Attends industrial leave hearings;
- Evaluates and rates disabilities;
- Performs related risk management projects 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.

Two years of professional experience in the investigation, adjustment and settlement of general and automobile liability claims involving bodily injury, property damage, and personal injury; or Workers' Compensation claims. Possession of a valid California C Driver's License.

- * **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.