

**CLASS SPECIFICATION**

**SAN DIEGO CITY CIVIL SERVICE COMMISSION**

**SUPERVISING CLAIMS REPRESENTATIVE**

**DEFINITION:**

Under direction, to supervise a professional staff and participate in the administration of the City's public liability, claims recovery, and/or workers compensation programs; and to perform related work.

**\* EXAMPLES OF DUTIES:**

- Establishes work standards and procedures;
- Ensures compliance of the City's programs with applicable legal provisions;
- Provides training to staff;
- Prioritizes and assigns work;
- Reviews and evaluates the work performance of subordinates;
- Reviews claim denials recommended by subordinates;
- Establishes monetary reserves for cases;
- May personally manage and adjust the most complex and sensitive cases.

**In the public liability claims adjustment and claims recovery areas:**

- Reviews loss or damage claims filed against the City, determines the degree of liability or negligence on the part of the City, negotiates settlements with claimants and their attorneys and insurance carriers or recommends settlements in conjunction with the City Attorney's Office;
- Interviews or corresponds with claimants, witnesses, physicians, and attorneys.

**In the workers' compensation area:**

- Reviews accident reports, manages and controls the medical aspects of cases;
- Authorizes payment of benefits and expenses;
- Negotiates settlements with employees and their attorneys;
- Evaluates and rates disabilities;
- Attends hearings of the Workers' Compensation Appeals Board and industrial leave hearings;
- Conducts investigations of claims;
- Assists in preparing cases for litigation;
- Assists in the preparation and review of contracts and legal documents;
- Performs related duties.

**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.

Four years of professional experience investigating, adjusting, and settling Workers' Compensation claims, which must include at least three years of handling claims covered by California law.

\* **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.