



# City of Tempe

## RISK MANAGEMENT CLAIMS ADJUSTER

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	282	<i>Department:</i>	Financial Services
<i>Supervision Level:</i>	Non-Supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Risk Management Claims Adjuster
<i>Safety Sensitive / Drug Screen:</i>	Yes	<i>Physical:</i>	Yes

Click [here](#) for more job classification information including current salary range.

### REPORTING RELATIONSHIPS

The duties are performed with considerable independence and receive direction from the Risk Manager or from other supervisory or management staff.

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	Five (5) years of experience in claims investigation and adjusting. Municipal claims adjusting experience is preferred.
<i>Education:</i>	Equivalent to a bachelor's degree from an accredited college or university with major course work in insurance, accounting, finance, business or a degree related to the core functions of this position.
<i>License / Certification:</i>	Possession of a valid driver's license.

### ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform complex work involved in the administration and implementation of the City's liability, property and automobile claims program within a self-insured public entity organization.

### OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Conduct and manage all investigations of accidents, incidents, or other occurrences involving City property, vehicles or personnel resulting in personal injury or property damage; interview principals and witnesses to obtain the facts of the incident; assemble all necessary evidence, including interviews, reports, site investigations, photographs and all drawings prior to making a decision on the claim.
- Process liability and subrogation claims with a knowledge of utilizing an electronic claim administration system for the purpose of entering claims into the system; documenting the electronic file with claim activity and processing of payments to vendors and claimants.
- Communicate effectively and professionally, both in writing and verbally with City staff, claimants, insurance carriers, attorneys and the general public.
- Negotiate and prepare claims settlements and determine City liability based on evaluation of injuries, medical reports, bills, estimates, and related facts; deny claims when investigation proves warranted.
- Assist in litigation management by preparing files with required forms, exhibits and reports; participate in negotiation settlements with claimants and attorneys; represent the City of Tempe in hearings and trials and other related meetings.
- Assist the Risk Manager with the annual insurance renewal process providing the necessary loss runs and claim information requirement by the City broker; help compile the City asset information for the renewal application process.
- Knowledge of and ability to interpret rules, regulations, and procedures to management and other employees in regard to municipal liability and the claim process.
- Demonstrate continuous effort to improve operations, decrease claim turnaround time, streamline work processes and work cooperatively and jointly to provide quality customer service.
- Compile monthly/quarterly/annual reports of claim expenses and claims status for City management and departments.
- Identify, direct and coordinate repairs and corrections of potential liability hazards to the City.
- Perform related duties as assigned.

## PHYSICAL DEMANDS *AND* WORK ENVIRONMENT

- Operate city vehicles;
- Work is performed in a general office environment with moderate noise;
- Operate a variety of standard office equipment including a computer, telephone, calculator, copy machine;
- Continuous and repetitive arm, hand and eye movement;
- May work in a stationary position for considerable periods of time;
- May lift and carry materials weighing up to 25 pounds;
- May require extensive reading and close vision work;
- May require working extended hours;
- May work alone for extended periods of time;
- May travel to/from meetings and various locations.

COMPETENCIES		
CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i>  <a href="#">City of Tempe, AZ : Competencies</a></p>		

JOB DESCRIPTION HISTORY
<p><i>Effective November 1988</i>  <i>Revised September 2007 (Job Duties, MQs &amp; Title)</i></p>