

LIABILITY CLAIMS COORDINATOR (UC)

DEFINITION

Under direction, is responsible for the claim adjusting functions for liability claims against the City, including investigating, evaluating and assisting in determining settlements and may perform property insurance claims, workers' compensation claims or loss control activities as assigned.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Reviews all incoming liability claims against the City to determine if proper information and documents are attached; requests missing or additional information from the claimant; investigates all claims by interviewing the claimant, witnesses, claimant's attorney, City employees and department heads; takes written statements from appropriate parties; photographs accident scenes, reviews accident reports, and checks with Index Bureau for claimant's accident history; prepares preliminary determination of the settlement value of claims; notifies City's excess insurance pool of claims with potential to exceed City's self-insured retention; sets and reevaluates claim reserves according to the revised estimates; negotiates with claimant and claimant's attorney to reach tentative settlements when appropriate; assists City Attorney's office and outside defense counsel in preparation and settlement of litigated cases; acts as liaison between City Attorney's office and outside counsel; represents City in court and settlement conferences; monitors litigated claims cases; participates in City claim settlement conferences along with City Attorney and department representatives; researches, gathers and maintains data necessary for the preparation of budgets, insurance renewals, actuarial studies and audits; coordinates with loss control staff to identify liability exposures, suggest loss prevention measures and may assist in subrogation recoveries; trains and supervises a claims processor; may handle or assist in handling property insurance claims, workers' compensation claims, or loss control activities and performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

This is a single position class requiring seasoned judgment and well-developed technical expertise. This work is of a confidential nature and must be handled with a considerable degree of tact and sensitivity. The position reports to the Risk Manager, supervises the Liability Claims Processor, and works closely with the City Attorney and his/her staff.

### RECOMMENDED MINIMUM QUALIFICATIONS

Education and experience equivalent to four years of progressively responsible experience in reviewing, processing, evaluating, negotiating, and recommending settlements related to liability claims and graduation from a four-year college with a degree in public administration, business, occupational safety, psychology or related field or training in liability insurance and any combination of experience and education which provides the knowledge, skills and abilities listed below:

### DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: Methods and techniques used in liability claim adjustments; risk management principles; principles of claim negotiations and methods for establishing claim reserves.

Some familiarity with: Property insurance claims, workers' compensation claims and loss control activities.

Skill in: The use of personal computers.

Ability to: Prepare reports and documents for litigated and non-litigated liability claims; negotiate effectively with claimants and their attorneys to reach tentative settlements; interview claimants and witnesses to obtain facts about the incidents; analyze and adjust claim reserves based on claim dispositions; establish and maintain appropriate professional liability claims office procedures; effectively supervise staff; communicate well, both orally and in writing; deal effectively with claimants, attorneys, insurance companies and City department heads and employees.

Good knowledge of: Tort law, contract law, and pre-trial discovery procedures is desirable.

### CHARACTERISTICS OF SUCCESSFUL PERFORMERS

The successful incumbent is a well-organized and motivated individual who is able to work independent of direct supervision. This effective communicator enjoys working alone or as an integral part of a team effort. This successful performer is proactive, exercises good judgement and is courteous, pragmatic and fair-minded when dealing with claimants and witnesses. The incumbent is flexible and adjusts readily to varied work assignments, including assisting with property insurance claims, workers' compensation claims and loss control activities as needed.

Class title change from Liability Claims Adjuster per Council Resolution 94-072,  
effective 12-1-94

Revised: 8/00

Revised: 5/02

ADA approved: 06/02