

LIABILITY CLAIMS PROCESSOR (UC)DEFINITION

Under general supervision, performs clerical functions and some limited technical functions relative to non-litigated and litigated liability claims and assists in collection for damages to City property following established procedures and may assist in Loss Control, Risk Management Administration and Workers' Compensation.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Inputs and updates all claims information and reserve data in the computer and extracts data to compile periodic claims analysis reports; sets up and maintains liability files; from general instructions corresponds with all parties and departments affected by claims and follows up for timely replies. In Loss Control may assist as a Loss Control Office Specialist. In Workers' Compensation, may assist as a Workers' Compensation Claims Assistant. In Risk Management Administration, may assist as a Personnel Secretary and in the Personnel Secretary's absence, receives and refers phone calls, schedules meetings, appointments, and makes travel arrangements for staff. May appear at mandatory settlement conferences and small claims court on behalf of the City. May negotiate tentative settlements of smaller exposure claims directly with the claimant. Has a clear understanding as to the performance, functions and capabilities of the liability claims software system. Performs other related functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

The work of this class is primarily responsible for clerical work of a specialized nature involving the processing of liability claims and reports and correspondence related to those claims. The incumbent may also perform some technical duties under the direction of the Coordinator in Liability Claims, the Administrator in Workers Compensation, the Technician or Analyst in Loss Control and the Secretary in Risk Management Administration. However, the incumbent reports directly to the Liability Claims Coordinator. This work is of a confidential nature and must be handled with a considerable degree of tact and security.

RECOMMENDED MINIMUM QUALIFICATIONS

Two years of responsible clerical experience, preferably in the insurance or legal field, or any equivalent combination of experience and education which provides the following desirable knowledge, skills and abilities:

Knowledge of: Modern office practices, procedures and equipment; standard clerical techniques, organizational skills, and familiarity with general legal terminology.

Skill in The use of personal computers and automated database software is required.

Ability to: Type at a corrected rate of 40 words per minute; maintain accurate, complex records and extract and compile data from such records for reporting purposes; interpret, explain and apply with consistency, regulations, policies and procedures pertaining to public entity claims; implement and improve filing systems; follow oral and written directions; compose routine correspondence; perform simple calculations; maintain confidentiality; deal with the public with courtesy, tact and professionalism; establish and maintain effective working relationships with other employees.

CHARACTERISTICS OF SUCCESSFUL PERFORMERS

Successful performers are well-organized self-starters, proficient in the operation of word processing equipment, filing, indexing, developing and maintaining records. These individuals are efficient, detail-oriented, conscientious regarding deadlines, and recognize the importance of confidentiality. Additionally, these individuals understand or will endeavor to learn basic liability claims principles and procedures.

Class title established per Council Resolution 88-38,
effective 7-1-88

Revised: 1/95

Revised: 5/02

ADA approved: 06/02