



# City of Tempe

## RISK MANAGEMENT CLAIMS ADJUSTER

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	282	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Internal Services	<i>Salary / Hourly Minimum:</i>	\$64,184
<i>Supervision Level:</i>	Non-supervisor	<i>Salary / Hourly Maximum:</i>	\$86,648
<i>Employee Group:</i>	NSU	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Risk Management Claims Adjuster
<i>Drug Screen / Physical:</i>	Y	<i>EEO4 Group:</i>	Professionals

### DISTINGUISHING CHARACTERISTICS

### 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 years of full-time experience in claims investigation and adjusting. Municipal claims adjusting experience is preferable.
<i>Education:</i>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Must possess a strong understanding of the principles of the insurance industry to include property, casualty, general liability and self-insurance programs.</li> </ul>
<i>License / Certification:</i>	Must possess and maintain 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.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- 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 regards 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.
- Handle multiple projects simultaneously and use good judgment in prioritizing work assignments.
- Visit and move about job or accident sites; move objects of approximately 30 lbs or less; ascend/descend elevations of various inclines; safely position self under and around objects and within minimal spaces to examine damage; and traverse uneven terrain.
- Perform job duties when exposed to dust, grease, noise, inclement weather, temperature extremes, unpleasant odors and be able to identify and avoid exposure to environmentally hazardous materials.

- Operate a variety of standard office equipment including a computer terminal, telephone, 10-key calculator, copy and fax machine requiring continuous and repetitive arm, hand and eye movement.
- Respond to emergency call-out situations and/or provide service during normal office hours, nights and/or weekends.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

## PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Pending

## COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
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

*For more information about the City of Tempe's competencies for all classifications:*

[City of Tempe, AZ : Competencies](#)

## JOB DESCRIPTION HISTORY

*Effective November 1988*

*Revised September 2007 (Job Duties, MQs & Title)*