



Career Service Authority

Page 1 of 5

Claims Adjuster I

GENERAL STATEMENT OF CLASS DUTIES

This class performs entry level work assisting higher level personnel and training to examine, develop, and adjudicate liability claims against the City and claims for compensation and medical services under Colorado workers' compensation law.

DISTINGUISHING CHARACTERISTICS

The *Claims Adjuster I* class performs entry level claims adjuster work assisting higher level personnel and training to investigate, analyze, and determine the extent of the City's liability concerning personal, casualty, or property loss or damages and to effect settlement with claimants. Incumbents train to calculate benefit payments and approve payment of claims. Incumbents in the *Claims Adjuster I* class may also assist higher level personnel and train to examine, develop, and adjudicate claims for compensation and medical services under Colorado workers' compensation law. The *Claims Adjuster I* class differs from the *Claims Adjuster II* class which performs full performance level claims adjusting work.

Guidelines, Difficulty and Decision Making Level:

Procedures, methods and techniques to be used are well established with options to be considered well defined. Tools, work aids and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Detailed oral and/or written instructions are normally given during the training period. Work steps involve a pattern of sequential motions or readily observable conditions.

Duties assigned are primarily routine, repetitive and restricted in intricacy with little or no discretion in how they are carried out.

Level of Supervision Received and Quality Review:

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

Interpersonal Communications and Purpose:

Contacts with the public or employees where factual information relative to organization or its functions is received and relayed, or a service rendered, according to established procedures or instructions.

Level of Supervision Exercised:

None.

ESSENTIAL DUTIES

Trains to investigate claims against the City and determine liability; may also train to investigate and process lost time claims and other Worker's Compensation claims.

Trains with and assists higher level personnel make settlements for claims and recommendations to the supervisor.

Trains to compile information for subrogation or litigation or trains to manage Worker's Compensation claims cases, assisting higher level personnel to ensure compliance with statutes, rules or procedure and state laws.

Trains to confer and coordinate with the injured party, affected city agencies, and other parties as necessary.

Trains to calculate present and future claim value expense, and to authorize and process payments; assists higher level personnel develop strategies to contain costs and make reserve recommendations when adjusting Worker's Compensation claims.

Trains with and assists higher level personnel monitor claims files, maintain calendar of claims going to hearings, and document investigations.

Trains with higher level personnel to recognize legal issues; confer with and assist attorneys develop alternative strategies and testify at hearings.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty – Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy; maintains confidentiality.

Oral Communication – Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others and facilitates an open exchange of ideas, attends to nonverbal cues, and responds appropriately.

Problem Solving – Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

Writing – Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Technical Competence – Uses knowledge that is acquired through formal training and/or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to job; advises others on technical issues.

Flexibility – Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

Interpersonal Skills – Show understanding, courtesy, tact, empathy, concern; develops and maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds and situations; is sensitive to individual differences.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Self-Management – Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Decision Making – Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Customer Service – Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; knows products and services; is committed to providing quality products and services.

Memory – Recalls information that has been presented previously.

Planning and Evaluating – Organizes work, sets priorities, determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization; monitors progress, evaluates outcomes.

Stress Tolerance – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Arithmetic – Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

Information Management – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Self-Esteem – Believes in own self-worth; maintains a positive view of self and displays a professional image.

Learning – Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.

Knowledge of laws pertaining to workers' compensation, family medical leave, employment law, governmental immunity, automobile liability and other related areas and skill in applying knowledge to resolve claims against the City in these areas.

Knowledge of interviewing techniques sufficient to be able to obtain and/or verify necessary information.

Skill in maintaining statistically accurate records.

Skill in using computers to enter data and retrieve reports.

Physical Demands:

Lifting: raising or lowering an object 10-25 pounds.

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm or shoulder.

Balancing: maintaining the body equilibrium to prevent falling over.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping or otherwise working with hands.

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Near acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

Working Environment:

Pressure due to multiple calls and inquiries

Subject to varying and unpredictable situations

Subject to many interruptions

Education Requirement:

Baccalaureate degree in political science, public administration, accounting, management or a related field.

Experience Requirement:

None.

Education/Experience Equivalency:

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure and/or Certification:

Possession of a valid Colorado Class "R" Driver's License required at time of application.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 12/16/2005

REVISED DATE:

REVISED BY: Earline Hill

CLASS HISTORY The Claims Adjuster I classification was created 09/30/2005 during the Claims Adjuster Maintenance Review study to create a career path to the Claims Adjuster II class.