



Career Service Authority

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Claims Adjuster II

GENERAL STATEMENT OF CLASS DUTIES

This class performs full performance level work involving the examination, development, and adjudication of liability claims against the City and adjudication of claims for compensation and medical services under Colorado workers' compensation law.

DISTINGUISHING CHARACTERISTICS

The *Claims Adjuster II* class performs full performance level claims adjuster work investigating, analyzing, and determining the extent of the City's liability concerning personal, casualty, or property loss or damages and attempts to effect settlement with claimants. Incumbents calculate benefit payments and approve payment of claims within a certain monetary limit. Incumbents in the *Claims Adjuster II* class may also examine, develop, and adjudicate claims for compensation and medical services using their extensive knowledge of the Colorado Workers' Compensation Act to assure the quick and efficient delivery of disability and medical benefits to injured workers at a reasonable cost to the City. The *Claims Adjuster II* class differs from the *Claims Adjuster I* class which performs entry level claims processing work, assisting higher level personnel to gain practical experience. The *Claims Adjuster II* class also differs from the *Worker's Compensation Claims Supervisor* class which has supervisory responsibilities over claims adjuster staff and claims processing activities.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally in the form of stated objectives only, with issues and factors largely undefined, requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy and methodologies for approaching assigned functions or projects.

Duties performed involve concepts, theories and concrete factors to be evaluated and weighed, requiring a high degree of analytical ability, and independent judgment and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied and simultaneous coordination of several functions, programs or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurrent work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts of a remedial nature involving the resolution of problems and discretion and judgment are required in carrying out a major program and/or function of the organization.

Level of Supervision Exercised:

By position, performs lead work.

ESSENTIAL DUTIES

Investigates claims against the City and determines liability; may also investigate lost time claims working closely with injured workers, employers and medical providers/vendors concerning Worker's Compensation claims managing assigned cases involving multiple parties, issues and complications regarding origin and cause of loss, extent of injury, disability, and/or conflicting information.

Makes settlements for claims within settlement authority, and makes recommendations to supervisor for claims outside of settlement authority.

Compiles information for subrogation or litigation or manages assigned Worker's Compensation claims cases, ensuring compliance with statutes, rules or procedure and state laws.

Confers and coordinates with injured party, affected city agencies, and other parties as necessary.

Calculates present and future claim value expense, and authorizes and processes payments; develops strategies to contain costs, reviews and provides reserve recommendations to ensure case reserves adequacy when adjusting Worker's Compensation claims.

Monitors claims files, maintains calendar of claims going to hearings, and documents investigations.

Recognizes legal issues; may confer with and assist attorneys develop alternative strategies to arrive at decisions regarding settlement or preparing to take a case to trial; may attend settlement conferences, trials, and testify at hearings.

Performs other related duties as assigned or requested.

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.

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:

Three (3) years of experience adjusting insurance claims in a specified area.

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.

By position, possession of an Associate in Claims (AIC) designation at the time of application preferred.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 11/16/2003

REVISED DATE: 07/13/2008

REVISED BY: Blair Malloy

CLASS HISTORY: The Claims Adjuster classification was created 11/16/2003 to broaden the existing class concept to include a position in the Claims and Civil Litigation Practice Group of the City Attorney's Office that was previously classified as a Senior Criminal/Civil Investigator. This class was revised (4/14/2005) during the Claims Adjuster Maintenance Review study to change the title from Claims Adjuster to Claims Adjuster II, and to update the distinguishing characteristics and essential duties, including descriptions of worker's compensation claims adjusting responsibilities in both areas.
7/2008 - The change in "Level of Supervision Exercises" was changed from "May perform lead work over clerical level staff" to "By position, performs lead work."