



## Office of Human Resources Claims Adjuster Staff – CV2153

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### General Statement of Duties

This class performs entry level work assisting higher level personnel to investigate, and adjudicate liability claims against the City pursuant to the Colorado Governmental Immunity Act and claims for compensation and medical services under Colorado Worker's; Compensation Act.

### Distinguishing Characteristics

The Claims Adjuster Staff performs entry level claims adjuster work assisting higher level personnel to investigate, analyze, and determine the extent of the City's liability concerning personal, casualty, or property loss or damages and to effect reasonable settlements with claimants, when appropriate. Incumbents train to investigate claims, determine reasonable settlement value, calculate benefit payments and approve payment of claims. Incumbents in the Claims Adjuster Staff may also assist higher level personnel and train to examine, develop, and adjudicate claims for compensation and medical services under the Colorado Governmental Immunity Act or Colorado workers' compensation law. The Claims Adjuster Staff differs from the Claims Adjuster Associate which performs standard performance level claims adjusting work. The Claims Adjuster Staff differs from the Claims Adjuster Senior which performs full performance level claims adjusting work.

### Essential Duties

Trains to investigate less complex claims against the City involving property damage and limited personal injury, determine liability and assess reasonable settlement value, when appropriate; may also train to investigate and process lost time claims and other Worker's Compensation claims.

Complies information for subrogation or potential litigation as part of the investigation process or trains to manage Worker's Compensation claims cases, assisting higher level personnel to ensure compliance with statutes, rules or procedure and state laws.

Confers and coordinates with the injured party, affected city agencies, and other parties as necessary to assess liability.

Calculates present and future claim value expense, provides settlement evaluations, where appropriate, authorizes and processes payments; assists higher level personnel develop strategies to contain costs and make reserve recommendations when adjusting Worker's Compensation claims.

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

Demonstrates ability to recognize legal issues; may confer with and assist attorneys, when appropriate, develop alternative strategies and testify at hearings, when requested.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

**Competencies**

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

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

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

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

Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

**Knowledge & Skills**

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.

**Level of Supervision Exercised**

None

**Education Requirement**

Bachelor's Degree in Political Science, Public Administration, Accounting, Management or a related field.

**Experience Requirement**

None

**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Pressure due to multiple calls and inquiries  
Subject to varying and unpredictable situations  
Subject to many interruptions  
Subject to traffic, roadways, and pedestrians.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Balancing: Maintaining equilibrium.

Carrying: Transporting or moving an object.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Reaching: Extending the hands and arms or other device in any direction.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

**Background Check Requirement**

Criminal Check

Education Check

By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: EX-07**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date: 1/1/2025**

**Revised By: BM**

**Class History: 1/24/21 – Changed title and related spec information from FLSA Study; 1/1/24 - Pay grade revised due to annual market analysis; 9/8/24 – Revised Job Family/Job Code; 1/1/25 – Revised pay grade per annual market analysis.**