

STATE OF ARIZONA JOB CODE CLASSIFICATION SPECIFICATION

<u>FLSA:</u>	EXP	<u>Job Code:</u>	ACV32872
<u>Job Class Code:</u>	410	<u>Salary Schedule:</u>	AREG
<u>EEO Category:</u>	2	<u>Grade:</u>	21
<u>Workers Comp Code:</u>	8742		

<u>Job Code Established:</u>	7/19/06	<u>Effective Date:</u>	3/11/06
<u>Job Code Revised:</u>		<u>Effective Date:</u>	

JOB CODE SERIES: Risk Management Claims Adjuster Series

WORK DESCRIPTION:

~~Functions as Claim Adjuster for the Division of Risk Management within the Department of Administration; investigates, evaluates and settles reported claims charged against Risk Management Revolving Fund; coordinates claims with the Office of the Attorney General as needed; provides technical advice and assistance regarding claims reports to field personnel; maintains claims file and completes a variety of reports.~~

WORK CONDITIONS:

~~Subject to limited 24-hour emergency call-out.~~

SUPERVISION:

~~Works under the general supervision of a claims supervisor and exercises independent judgment within established agency guidelines and standards.~~

KNOWLEDGES APPLIED:

~~Knowledge of the organizational structure and functions of State agencies.~~

~~Knowledge of Federal/State statutes, practices and agency standards, policies and procedures applicable to insurance, contracts and legal processes.~~

~~Knowledge of civil procedure in both Federal and State court.~~

Knowle WORK RESULTS/PRODUCTS:

~~Completed claims investigations; completed claims settlements; complete claim file.~~

RESPONSIBILITY:

~~For timely settlements and termination of claims; scheduling and prioritizing work activities within established time frames.~~

AUTHORITY:

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~~To make claim settlement determinations; independently settle or recommend settlement of claims up to limits determined by State statutes and agency standards, policies and procedures.~~

SKILLS APPLIED:

~~Skill in oral and written communication.~~

~~Skill in planning, organizing and analyzing difficult legal and contractual situations in reaching logical conclusions, and reasonable recommendations.~~

~~Skill in investigating and evaluating facts surrounding claims.~~

~~Skill in negotiating claims settlements.~~

~~Skill in interpersonal relations as applied to contacts with other agency staff, representatives of other governmental agencies and the public.~~

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JOB CODE TITLE: RISK MANAGEMENT ~~RISK MANAGEMENT~~ CLAIMS ADJUSTER - JOURNEY

HRIS TITLE: RISK MGT CLMS ADJTR-JOURNEY

CHARACTERISTICS OF THE ~~CLASS-JOB:~~ This class works under the general supervision of a claims supervisor and exercises independent judgment within established agency guidelines and standards. Members of this class may act as Mentors to Entry Adjusters. This class performs analytical tasks in response to claims and lawsuits against State agencies, boards, commissions, and universities and county court systems. ~~It d—etermines coverage, investigates, evaluates, and negotiates settlements for each claim.-~~ The types of claims and may include:

~~Workers Compensation claims filed by employees~~

Negligence claims against the State and its employees in the course and scope of their employment, Damage to state property and assets

Automobile physical damage and/or liability

Inmate civil rights

Property, and/or general liability claims, including EEOC, foster parents, highway maintenance, and excessive use of force.

EXAMPLES OF DUTIES: ~~—Individual positions may be responsible for some or all of the listed tasks or other related tasks. Mentors and trains Entry level adjusters~~ Receives reviews, prepares and processes information and documentation related to Workers Compensation. Approves and authorizes appropriate medical care for claimants in accordance with established regulations and guidelines ~~Assigns, monitors, supervises, and evaluates activities of Entry adjusters and/or investigators partnering in the adjustment of the claim~~ **EXAMPLES OF DUTIES:** Investigates, evaluates, and analyzes tort liability, civil rights, and property claims against the State and determines appropriate resolution of claims.

~~—Through investigation, —Evaluation~~ ~~and analysis~~ ~~and~~, establishes the degree of negligence of tort claims under the State's pure comparative negligence law. ~~—Assigns, monitors, supervises, and evaluates activities of independent adjusters and/or investigators assigned to assist in the investigation of the claim.~~

Negotiates settlements directly with plaintiff or counsel within authority level established by state

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statute, rules, and policies and procedures. Identifies, investigates, and pursues subrogation recoveries from negligent third parties. Identifies loss exposures to the State and communicates with appropriate State agency personnel and Risk Management Loss Prevention. Establishes individual and accurate claim reserves. Consults with and advises agency management and key personnel of losses that may impact their operations. Provides assistance and technical advice to state agency staff and the public relative to claims reporting requirements. Maintains claim files and provides file documentation as dictated by policies and procedures. Maintains accurate, current, and complete claim information databases. Coordinates claims with the Office of the Attorney General as needed.

WORK CONDITIONS: Work is generally performed in an office setting. There may be occasional travel to accident sites, other offices and agencies.

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KNOWLEDGE, SKILLS, & ABILITIES (KSAs):

Knowledge of: Workers Compensation laws and their administration ~~insurance~~. Various types of insurance, insurance contracts and related law. Research methods. Administrative policies, practices and procedures Occupational, safety and health regulations. Insurance claims processing. Alternative Dispute Resolution ~~insurance contracts and related law~~. Standard automobile and property material damage and claims remediation. Construction, repair and appraisals. Risk management information systems.

Skill/Ability to: Conduct a comprehensive investigation to determine coverage, liability, and damage evaluation. Plan, organize, interpret and analyze police reports and automobile appraisals. Prepare and/or review insurance investigation reports to reach logical conclusions and make recommendations. Investigate, secure, document, and evaluate facts surrounding claims and lawsuits. Negotiate claim settlements with claimants, attorneys, and/or third parties. Provide excellent customer service. Maintain excellent interpersonal relations. Communicate effectively through oral, written, and electronic communications. Maintain composure in emotionally charged situations. Interpret and apply statutes, rules, and policies and procedures of State government, the State's universities, and county court systems. Learn and understand the legal rules of civil procedure in both Federal and State lawsuits. Maintain confidentiality

SPECIAL SELECTION FACTORS: Some positions may require possession of and ability to maintain a valid Arizona driver's license appropriate to the assignment. Specialty area(s) will be announced during the recruitment process.