

**STATE OF ARIZONA JOB CODE CLASSIFICATION SPECIFICATION**

<b><u>FLSA:</u></b>	<b>EXP</b>	<b><u>Job Code:</u></b>	<b>ACV32874</b>
<b><u>Job Class Code:</u></b>	<b>410</b>	<b><u>Salary Schedule:</u></b>	<b>AREG</b>
<b><u>EEO Category:</u></b>	<b>2</b>	<b><u>Grade:</u></b>	<b>23</b>
<b><u>Workers Comp Code:</u></b>	<b>8742</b>		
<b><u>Job Code Established:</u></b>	<b>7/19/06</b>	<b><u>Effective Date:</u></b>	<b>3/11/06</b>
<b><u>Job Code Revised:</u></b>		<b><u>Effective Date:</u></b>	

**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.~~

**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:**

~~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.~~

**RISK MANAGEMENT CLAIMS ADJUSTER SUPERVISOR SPECIALIST**

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**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 SUPERVISOR SPECIALIST**

**HRIS TITLE: RISK MGT CLMS ADJTR SPV SPCT**

**CHARACTERISTICS OF THE CLASS:** Under limited direction, employees at this level are either Unit Supervisors of Risk Management Adjusters or are Risk Management Adjusters on complex cases in specialty areas requiring specific certification or education. This may include areas such as Environmental Risk Analysis, or Engineering.

Claims and lawsuits may include:

- Employment claims including ADA and EEOC;
- Highway design and maintenance
- Environmental Property
- Medical malpractice
- Child Protective Service issues, including foster parents' liability claims and failure to supervise.
- 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, fidelity and/or general liability claims, 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. Supervises the work of Entry and/or Journey level adjusters. Receives, reviews, prepares and processes information and documentation related to Workers Compensation. Approves and authorizes appropriate medical care for claimants. Assigns, monitors, supervises, and evaluates activities of other adjusters and/or investigators partnering in the adjustment of claims. 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, analysis and establishes the degree of negligence of tort claims under the State's pure comparative negligence law. Negotiates settlements independently with claimants and/or his counsel. Negotiates settlements in conjunction with defense counsel on litigated claims. Identifies, investigates, and pursues subrogation recoveries from negligent third parties, their attorneys and insurance companies. Identifies loss~~

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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 ~~s~~state a ~~g~~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. Determines appropriate

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resolution of claim. Manages claims in litigation with the Attorney General's Office and outside counsel. Conducts litigation management meetings with counsel to establish a litigation plan. Reviews and evaluates reports from counsel. Conducts and/or participates in settlement conferences. Appears and Provides testimony on behalf of the State in legal proceedings as required. Coordinates investigation and settlement of claims with insurance companies. Notifies, updates, and produces status reports for reinsurance companies on claims and lawsuits in excess of self-insurance retention level. Provides oversight of environmental site assessment, sampling, and analysis and development and implementation for resolution of contaminated sites. Coordinates intergovernmental environmental remediation. Evaluates agencies' environmental protection programs for loss exposure. Recommends environmental program modifications to lower loss potential

**WORK CONDITIONS:** Work is generally performed in an office setting. There may be occasional travel to accident sites, other offices and agencies including claimants' homes, attorneys' offices and courts. Environmental adjusting may involve facility/site inspections and potential exposure to hazardous materials.

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**KNOWLEDGE, SKILLS, & ABILITIES (KSAs):**

**Knowledge of:** Workers Compensation laws and their administration. ~~nsuran~~ Various types of insurance, insurance contracts and related law. Administrative policies, practices and procedures Occupational, safety and health regulations. Research methods. Insurance contracts and related law. Insurance claims processing. Alternative Dispute Resolution ~~insurance contracts and related law.~~ Standard automobile and property material damage and claims remediation. Construction, repair and appraisals. Insurance and/or risk management information systems Administrative policies, practices and procedures. Occupational, safety and health regulations. Knowledge of ergonomics, proper body mechanics, workflow, and work station design. All regulatory laws, rules, regulations, policies and procedures related to the specialty. (announced at recruitment).

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**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. Work quickly and effectively. Maintain composure in emotionally charged situations. Be flexible during negotiations. Provide excellent customer service. Maintain excellent interpersonal relations. Communicate effectively through oral, written, and electronic communications. 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. Learn on-line Risk Management Information System (RIMS)

KSAs are typically obtained through experience and/or education in:

- Insurance industry claims adjusting and processing

Any combination of training and experience that meet the knowledge, skills, and abilities (KSAs) may be substituted.

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| **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.

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