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Class Specifications
for the Class:

CLAIMS MANAGEMENT SPECIALIST V

Class Distinguishers:

Complexity: The one position in this class is responsible for developing, coordinating, implementing, monitoring and evaluating the claims management activities of the statewide risk management program to ensure prompt and fair settlement of property, automobile no-fault, and liability claims by and against the State. Claims management activities involve providing training and expert advisory services to departmental risk coordinators; developing program guidelines and procedures; reviewing the claims settled by contracted claims adjusting personnel; and performing claims adjustment work. The one position in this class works under the general supervision of the State's Risk Management Officer.

Personal Contacts: Contacts with departmental risk coordinators are for the purpose of providing training, guidance and advisory services in claims management as well as in related issues affecting claims management; and with attorneys, claimants and others for the purpose of investigating and settling claims. As the technical expert in claims management, the position in this class also provides consultation to other personnel in the various State departments regarding claims management or claims management issues in areas such as liability, fraud or negligence.

Full Performance Knowledge and Abilities: *(Knowledge and abilities required for full performance in this class.)*

Knowledge of: Principles and practices of claims management; claims investigation and settlement techniques; various types and purposes of insurance policies and coverages; Government Accounting Standards Board (GASB) statement 10 guidelines on financial reporting procedures; and types of claims adjusting services available.

Ability to: Develop, implement, coordinate, and monitor a claims management program; investigate, evaluate, and settle liability, property, and automobile no-fault claims; effectively estimate risk values to establish loss reserves; review and interpret contractors' and vendors' insurance contracts and other documents to protect the State against loss; write clearly and concisely claims management guidelines, procedures, and investigation reports; maintain statistical records and prepare statistical and financial reports in accordance with GASB statement 10; maintain

effective working relationships with departmental risk coordinators and other claims management personnel; and speak with individuals and before groups for the purpose of providing training, information and explaining claims management policies and procedures.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all the duties that may be assigned. The omission of specific statements does not preclude management from assigning such duties if such duties are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.)*

1. Develops, coordinates, implements, and monitors the claims management activities of the statewide risk management program.
2. Develops, implements, interprets, and revises the State's claims management guidelines and procedures.
3. Provides guidance and advisory services to departmental risk management coordinators.
4. Ensures prompt and fair settlements of claims by investigating and evaluating all available information on the extent of loss.
5. Identifies and pursues other responsible parties when there is potential for subrogation of losses.
6. Compromises or settles liabilities for tort claims, as authorized by State statutes.
7. Sets appropriate reserves based on a review of pending claims.
8. Coordinates the annual financial reporting of risk retention for the State, in accordance with the GASB, statement 10.
9. Prepares an annual report to the legislature of all liability claims paid by the program.
10. Develops and/or obtains claims management training materials.
11. Conducts all claims management training and assists in conducting risk management training.
12. Reviews contracts, hold harmless agreements, and

