

Minimum Qualification Specifications
for the Class:

CLAIMS MANAGEMENT SPECIALIST V

Pre-requisite Knowledge, Skills and Abilities

Knowledge of: Principles and practices of claims management; claims investigation and settlement techniques; and various types and purposes of insurance policies and coverage.

Ability to: Investigate, evaluate, and settle liability, property and automobile no-fault claims; effectively estimate risk values to establish loss reserves; review and interpret contractor's and vendor's insurance contracts and other documents to assure the adequate coverage of loss exposure; write clear and concise investigation reports, program guidelines and procedures; maintain effective working relationships with claims management personnel; and speak with individuals and before large groups for the purpose of providing information and explaining claims management policies and procedures.

Basic Education/Experience Requirements

Graduation from an accredited four (4) year college or university with a bachelor's degree.

Excess work experience as described under the Specialized Experience, below, or any other responsible administrative, professional or analytical work experience that provided knowledge, skills and abilities comparable to those acquired in four (4) years of successful study while completing a college or university curriculum leading to a baccalaureate degree may be substituted on a year-for-year basis. To be acceptable, the experience must have been of such scope, level and quality as to assure the possession of comparable knowledge, skills and abilities.

The education or experience background must also demonstrate the ability to write clear and comprehensive reports and other documents; read and interpret complex written material; and solve complex problems logically and systematically.

Experience Requirements

Applicants must have had progressively responsible experience of the kind, quality and quantity described in the following paragraphs, or any equivalent combination of training and experience:

Specialized Experience: Three and one-half (3-1/2) years of progressively responsible professional work experience which involved investigating, analyzing and settling claims of property damage, automobile no-fault, and liability for insurance companies and/or self-insured programs of government and/or major private organizations; and providing professional guidance and advice to others on claims management and related issues. Such experience must have demonstrated knowledge of claims management principles and practices, claims investigation and settlement techniques; and various types and purposes of insurance policies and coverage.

Substitutions Allowed

A Chartered Property and Casualty Underwriter (CPCU) professional designation may be substituted for one-half (1/2) year of the required Specialized Experience.

Quality of Experience

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

License Required

Applicants must possess a current State of Hawaii Independent Adjuster license.

Selective Certification

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests

Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements

Applicants must be able to perform the essential functions of the position effectively and safely, with or without reasonable accommodation.

This is an amendment to the minimum qualification specifications for the class CLAIMS MANAGEMENT SPECIALIST V, which were approved on June 6, 2001.

Date Approved: _____

2/13/17



for JAMES K. NISHIMOTO, Director
Department of Human Resources Development