



Office of Human Resources
Claims Adjuster I - CA2153
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General Statement of Duties

This class performs entry level work assisting higher level personnel and training to examine, develop, 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 I class performs entry level claims adjuster work assisting higher level personnel and training to investigate, analyze, and determine the extent of the City's liability concerning personal, casualty, or property loss or damages and to effect settlement with claimants. Incumbents train to calculate benefit payments and approve payment of claims. Incumbents in the Claims Adjuster I class may also assist higher level personnel and train to examine, develop, and adjudicate claims for compensation and medical services under Colorado workers' compensation law. The Claims Adjuster I class differs from the Claims Adjuster II class which performs full performance level claims adjusting work.

Level of Supervision Exercised

None

Essential Duties

Trains to investigate claims against the City and determine liability; may also train to investigate and process lost time claims and other Worker's Compensation claims.

Trains with and assists higher level personnel make settlements for claims and recommendations to the supervisor.

Trains to compile information for subrogation or litigation or trains to manage Worker's Compensation claims cases, assisting higher level personnel to ensure compliance with statutes, rules or procedure and state laws.

Trains to confer and coordinate with the injured party, affected city agencies, and other parties as necessary.

Trains to calculate present and future claim value expense, and to authorize and process payments; assists higher level personnel develop strategies to contain costs and make reserve recommendations when adjusting Worker's Compensation claims.

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

Trains with higher level personnel to recognize legal issues; confer with and assist attorneys develop alternative strategies and testify at hearings.

Performs other related duties as assigned or requested.

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.

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.):

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm or shoulder.

Balancing: maintaining the body equilibrium to prevent falling over.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping or otherwise working with hands.

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Near acuity: ability to see clearly 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: A-617

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: