Office of Human Resources

Claims Adjuster I – CA2153

**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.

**Guidelines, Difficulty and Decision-Making Level**

Procedures, methods, and techniques to be used are well established with options to be considered well defined. Tools, work aids, and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Duties assigned are primarily routine, repetitive, and restricted in intricacy with little or no discretion in how they are carried out.

**Level of Supervision Received & Quality Review**

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

**Interpersonal Communication & Purpose**

Contacts with the public or employees where factual information relative to the organization or its functions is relayed and/or provides a service according to established procedures or instructions.

**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.
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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
- Management Level: 10
- Established Date: 9/21/2018
- Established By: Lori Schumann
- Revised Date:
- Revised By:
- Class History: