

# City of Los Angeles Personnel Department

## SENIOR CLAIMS REPRESENTATIVE (1770) APPLICATION SUPPLEMENT - 2010

The examination bulletin for Senior Claims Representative states that all applicants must complete and submit a City of Los Angeles Employment Application and a Senior Claims Representative Application Supplement. The Application Supplement will be presented to your interview board members for their consideration of your overall qualifications for the job of Senior Claims Representative. The interview board members may discuss the information on the form with you during your interview.

You should respond to each question on the application supplement. If you do not have relevant experience related to a question, please indicate "N/A" (Not Applicable). If you leave a question blank, it will be assumed that you do not have relevant experience related to that question. However, indicating "N/A" on those questions for which you do not have relevant experience will help you remember to respond to all questions and help ensure that you do not forget to respond to a question for which you do have relevant experience.

In preparing your response, you should seek to demonstrate that your training and experience are the type likely to provide the skills, knowledge, and abilities needed to effectively perform the duties assigned to a Senior Claims Representative. Before preparing your response, read all the information requested and consider what information you would like to present. And remember to indicate "N/A" if you do not have relevant experience related to a particular question or questions.

**You must submit your Application Supplement online only. Hard copies of this form will not be accepted. Candidates must submit both their City application and Application Supplement at the time of filing, to be considered further in the examination process.**

If you are experiencing technical problems with this supplement, please report at <http://www.lacity.org/per/exams/supquest.cfm?ClassCD=1770>

### **Certification Statement**

**Please read the following statements and complete this form.**

**I understand that my Application Supplement must be completed and submitted online at the time of filing to be considered a candidate in this examination.**

**I certify that the Application Supplement and all of the responses to the questions are true and complete, and were authored, written, and prepared in their entirety solely by me. I understand that false, misleading, or incomplete information shall be sufficient cause for disqualification in this examination or dismissal and other penalties, as may be prescribed by law.**

NAME: LAST	FIRST	MIDDLE INITIAL
SOCIAL SECURITY NUMBER (last 4 digits only)		
E-MAIL ADDRESS		

1. Referring to the following descriptions, indicate, in the space provided, the letter which best describes your experience with each activity. More than one letter can be provided if applicable.

- A. I have supervised others who performed this activity.
- B. I have performed this activity 6 or more times.
- C. I have performed this activity fewer than 6 times.
- D. I have knowledge of how to perform this activity from a college course or a training program.
- E. I have not had the opportunity to perform this activity through work experience or training.

**AT THE SCENE OF ACCIDENTS, INJURIES, OR OTHER LOSSES:**

- \_\_\_\_\_ 1. Taking measurements
- \_\_\_\_\_ 2. Making rough sketches
- \_\_\_\_\_ 3. Taking photographs for use in an investigation or as evidence
- \_\_\_\_\_ 4. Taking, transporting and securing physical evidence from the accident scene for use at hearing or trial
- \_\_\_\_\_ 5. Other (Specify: \_\_\_\_\_)

**INTERVIEWING AND INFORMATION AND EVIDENCE GATHERING:**

- \_\_\_\_\_ 6. Interviewing claimants
- \_\_\_\_\_ 7. Interviewing witnesses
- \_\_\_\_\_ 8. Obtaining signed witness statements
- \_\_\_\_\_ 9. Interviewing doctors
- \_\_\_\_\_ 10. Reviewing medical reports
- \_\_\_\_\_ 11. Obtaining estimates of repairs or replacement costs
- \_\_\_\_\_ 12. Searching and reviewing public information files (e.g. County Assessor)(Specify: \_\_\_\_\_)
- \_\_\_\_\_ 13. Maintaining surveillance or shadowing
- \_\_\_\_\_ 14. Other (Specify: \_\_\_\_\_)

**LEGAL PREPARATION AND PROCEEDINGS:**

- \_\_\_\_\_ 15. Preparing and obtaining authorizations and releases
- \_\_\_\_\_ 16. Preparing documents for filing of lawsuits
- \_\_\_\_\_ 17. Filing lawsuit documents with courts
- \_\_\_\_\_ 18. Serving processes
- \_\_\_\_\_ 19. Answering interrogatories and giving depositions
- \_\_\_\_\_ 20. Testifying in court
- \_\_\_\_\_ 21. Representing a company or agency in small claims court
- \_\_\_\_\_ 22. Preparing scale diagrams for use in court
- \_\_\_\_\_ 23. Discussing and negotiating cases with opposing attorneys
- \_\_\_\_\_ 24. Other (Specify: \_\_\_\_\_)

**ADMINISTRATIVE ACTIVITIES:**

- \_\_\_\_\_ 25. Preparing narrative reports on investigations
- \_\_\_\_\_ 26. Preparing statistical reports
- \_\_\_\_\_ 27. Developing written work procedures
- \_\_\_\_\_ 28. Other (Specify: \_\_\_\_\_)

**OTHER RELATED ACTIVITIES:**

- \_\_\_\_\_ 29. Credit or eligibility checking
- \_\_\_\_\_ 30. Debt collecting
- \_\_\_\_\_ 31. Selling insurance policies
- \_\_\_\_\_ 32. Insurance coverage computing

2. List the titles of training programs and university or college courses you have taken in the following areas: claims investigation, claims adjustment, accident investigation, law, insurance, debt collection, and public relations.
