

CLAIMS AGENT, 1767

Summary of Duties : Directs, or assists in directing, the investigation of accidents, third party personal injury, and property damage claims involving the Department of Water and Power; negotiates settlements for claims; assists Department attorneys in litigation cases; and does related work.

Distinguishing Features : A Claims Agent directs either the activities of the claims section in the Department of Water and Power and is responsible for ensuring that the actions taken and methods used by staff are within proper policies and procedures, or is responsible for the day-to-day supervision of the section. An employee of this class is distinguished from the class of Senior Claims Representative by the fact that the former is responsible for supervising the latter and that the latter performs investigation of claims and accidents. A Claims Agent is distinguished from that of Principal Workers' Compensation Analyst by the fact that the claims section handles the investigation of claims and liability distinct from workers' compensation problems, whereas a Principal Workers' Compensation Analyst supervises only workers' compensation claims activities.

Examples of Duties : Directs, or assists in directing, the investigation of personal injury and property damage claims made for and against the Department; reviews and analyzes investigator's reports and makes visual field observations to prepare recommendations, summaries of data from which liabilities are determined, and conclusions as to the amount of damage and dispositions of claims;

Investigates the special and more difficult accidents and claims involving unusual situations; represents the Department in small claims court; executes release up to \$5,000, prepares correspondence, summaries and reports concerning the investigation and claims;

Confers and collaborates with Department attorneys on major damage cases and litigation matters and appears in courts as a witness; contacts and cooperates with other divisions regarding damage claims; contacts and discusses claims with outside attorneys and insurance adjusters in the process of obtaining settlements;

Supervises employees engaged in the investigations of accidents and claims; trains, counsels, disciplines subordinates; fulfills supervisory affirmative actions responsibilities as set forth in the City's Affirmative Action Program;

Directs, the clerical functions of the claims section, including the opening, maintenance and closing of files of damage cases, the preparation of various recurring and special reports and the

receiving, accounting for and dispersing of monies; and may be assigned to other duties for training purpose or to meet technological changes or emergencies.

Qualifications : A good knowledge of the methods used in investigating, interviewing, and related methods of acquiring information and evidence important in the evaluation of claims; a good knowledge of the adequacy and relevancy of evidence and of the procedures used in presenting it before California courts; a working knowledge of the legal requirements and the uses of process serving; a good knowledge of the California Vehicle Code, especially traffic and auto negligence laws; a good knowledge of the general laws and ordinances relating to personal liability in injury and property damage cases; a good knowledge of safety principles and practices; a working knowledge of the safety orders of the California Division of Industrial Safety, a working knowledge of the laws and regulations related to equal employment opportunity and affirmative action, a general knowledge of City personnel rules, policies and procedures; a general knowledge of memoranda of understanding as they apply to subordinate personnel; the ability to make prompt and accurate decisions on claims; the ability to understand and interpret laws and legal restrictions and requirements; the ability to prepare evidence for and represent the Department of Water and Power in the small claims court; the ability to write clear and comprehensive reports; the ability to deal tactfully and effectively with employees and the public; the ability to train, plan and supervise the work of subordinate employees; and the ability to plan and improve methods of securing information.

Two years of experience as a Senior Claims Representative or in a class at least at that level which provides experience in the investigation of personal injury and property damage accidents and claims involving possible liability on the part of the City for damage incurred by citizens or other agencies is required for Claims Agent.

License : A valid California Driver's license and a good driving record is required.

Physical Requirements : Strength to perform lifting up to 5 pounds and occasionally over 15 pounds; good speaking and hearing ability; good eyesight.

Persons with medical limitations may, with reasonable accommodations, be capable of performing the duties of some of the positions in this

class. Such determination must be made on an individual basis in light of the person's limitations, the requirements of the position, and the appointing authority's ability to effect reasonable accommodations to the person's limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties and responsibilities of any position shall be.