

## SENIOR CLAIMS REPRESENTATIVE, 1770

Summary of Duties: Performs investigations and prepares or analyzes reports of accidents, injuries, and property damage which result in claims by or against the Department of Water and Power; and does related work.

Distinguishing Features: A Senior Claims Representative investigates complex legal, medical and other accident-related issues involved in claims for damages in order to make recommendations regarding the Department's potential liability. Employees in this class receive assignments in the form of cases received for investigation and report. There are usually no prescribed or standardized methods to be followed, nor is assistance normally provided during the course of an investigation. Incumbents perform their duties independently, and may travel to department facilities various geographic locations to conduct investigations. Consequently, an employee of this class must have sufficient resourcefulness and ingenuity to obtain the required information in each case. Work in progress is subject only to general supervision, and it is evaluated on the basis of results obtained. An employee of this class may act as a lead over a small group of other Senior Claims Representative and clerical employees by making work assignments, indicating appropriate procedures, particularly in the more difficult cases and reviewing reports of investigations.

Examples of Duties: Investigates accidents and vandalism involving damage and/or injury to persons or public or private property to determine cause and responsibility; investigates claims for physical damage to vehicles, structures, equipment, landforms and other objects, or injury to persons involving possible Department liability; observes physical factors, and takes notes, photographs and measurements of such damage and in order to record evidence; draws or sketches scale diagrams of accident site; evaluates and obtains estimates of amounts of damage in accidents and claims; traces and locates responsible parties; collects claims in cases of damage to property and injuries to employees; investigates cases in which property has disappeared; serves legal processes; traces and interviews witnesses or persons involved in accidents and claims; obtains statements from legally competent persons having information significant to cases under investigation; assists attorneys in the preparation of complaints; may appear in court as a witness concerning facts and information secured, or in Small Claims Court as the Department's representative; delivers subpoenas, summons and other legal documents and may file affidavits of service with proper recording office.

Reads and evaluates relevant information such as property ownership or previous claims for damage obtained from various public records, private agencies and financial institutions; prepares detailed narrative reports containing accident facts, computations, charts and diagrams in order to facilitate disposition of claims;

Determines to whom claims should be presented; receives damage claims payments and issues receipts; recommends cancellation or compromise when liability is questionable or difficult to prove; consults with City Attorneys on matters concerning investigations and claims; recommends court action when required; confers with the section head on major investigating problems, procedures and settlement of claims; may direct and review the work with a small group of other Senior Claims Representative; may assign cases to others, instruct them in methods and procedures, and advise them in the more difficult and complex cases; and may occasionally be assigned to other duties for training purposes or to meet technological changes or unexpected 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; good knowledge of traffic and auto negligence laws and ordinances relating to personal liability in injury and property damage cases; a good knowledge of the legal requirements and uses of process serving; a good knowledge of local sources of public information; a working knowledge of the definitions and classifications of evidence and legally acceptable techniques for preserving and documenting evidence; a working knowledge of the adequacy and relevancy of evidence and of the procedure used in presenting it before the California courts; a a working knowledge of medical terminology and human anatomy as it applies to usual treatment of injuries;

The ability to read and comprehend complex materials; ability to collect legal evidence for hearings before the California courts; ability to clearly articulate oral responses to questions asked by attorneys and others in formal hearing and court situations; ability to use photographic equipment; ability to accurately draw or sketch diagrams to scale; ability to gain the confidence and cooperation of persons involved in claims action; ability to perform basic arithmetic functions; the ability to understand and interpret basic laws and ordinances; the ability to make recommendations on complex legal, medical or other accident-related issues; the ability to communicate well orally and in writing; the ability to write clear, concise, comprehensive, accurate and persuasive reports; and the ability to deal tactfully and effectively with employees and the public.

Three years of full-time paid experience in the investigation or adjustment of personal injury or property damage claims is required for Senior Claims Representative.

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

Physical Requirements: Strength to perform average lifting of less than 5 pounds and occasionally over 15 pounds; good speaking and hearing ability, and good eyesight.

Persons with medical limitations may, with reasonable accommodation, 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 the duties and responsibilities of any position shall be.