

City of Fort Worth, Texas

Job Description

Classification Title	Property & Casualty Supervisor		
Job Code:	PR6011	Job Family:	Professional
Pay Grade	612	Date Reviewed:	09/30/2026
FLSA Status	Exempt	Date Revised:	10/08/2026

GENERAL SUMMARY

Provides supervision, leadership, and operational oversight for the Property and Casualty claims function with the Risk Fund. Responsible for ensuring consistent, accurate, and compliant claims handling while supporting staff development, implementing process improvements, and coordinating risk management activities with internal departments, legal, and external partners. Assists in policy development, risk assessment, and program administration to support the City's overall risk management strategy. Acts in the absence of the Property & Casualty Manager by overseeing daily operations, making operational decisions, and ensuring continuity of services.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary decisions or recommendations. Assists in establishing service levels, staffing needs and operational goals for the claims function.
2. Reviews, assigns, and monitors claims to ensure timely, accurate, and compliant handling. Conducts audits, evaluates reserving practices, and ensures adherence to regulatory and legal requirements. Supports the P&C Manager with litigation coordination by working with the Department of Law on claim evaluations and dispute resolution. Ensures consistent application of claims policies and procedures across the division. Conducts audits, reviews reserving practices, and resolves escalated claims, complaints, and disputes.
3. Identifies and implements process improvements to enhance efficiency, consistency, and service delivery. Assists in evaluating risk exposures and supports development of loss prevention strategies and safety initiatives. Collaborate with departments, legal, finance, and external partners to address operational issues and improve outcomes. Participates in evaluating service delivery methods and recommending improvements.
4. Oversees documentation, reporting, and compliance requirements. Prepares and reviews administrative and operational reports related to claims activity, trends, and

financial impact. Assists in developing, implementing, and maintaining policies and procedures related to claims and risk management operations. Supports internal and external audits and ensures compliance with applicable regulations

5. Responds to and resolves complex or sensitive customer inquiries, complaints, and claim disputes. Represents the Risk Fund in interactions with City departments, external agencies, and stakeholders. Maintains effective working relationships and ensures high levels of customer service and responsiveness.
6. Ensures compliance with policies, procedures, and applicable laws. Assists in reviewing contracts, insurance requirements, and certificates of insurance to ensure proper risk transfer and coverage. Supports identification and mitigation of operational and financial risks to the City.
7. Supports development and delivery of training programs related to claims handling, compliance, and customer service. Assists in implementing safety and loss prevention initiatives by identifying trends and recommending corrective actions to reduce risk exposure.
8. Assists in monitoring program expenditures, tracking claims-related financial activity, and supporting budget planning efforts. Provides input on resource allocation, staffing needs, and operational priorities. Supports administration of claims-related programs and vendor coordination, including third-party administrators.
9. Performs other related duties as required.
10. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**

- Supervisory principles and employee development
- Operations, services and activities of a comprehensive risk management program.
- Principles and practices of property and casualty insurance, workers compensation, and safety and loss prevention programs.
- Insurance coverages and terminology.
- Risk transfer mechanisms.
- Asset management practices.
- Methods and techniques of statistical data collection and analysis.
- Principles and practices of municipal budget preparation and administration.
- Principles and procedures of financial reporting.
- Contract law.
- Insurance programs.
- Principles and procedures of management systems and reporting.
- Principles of supervision, training and performance evaluation.
- Pertinent Federal, State and local laws, codes and regulations.
- City personnel policies and procedures.
- Principles and procedures for developing goals, objectives and management plans.

- **Skill in:**
 - Organization and time management.
 - Computers and applicable software.
 - Interpersonal relations.
 - Customer service.
 - Negotiation.
 - Investigation.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Manage and direct a comprehensive risk management program.
 - Establish preventive programs to reduce risk causation factors.
 - Analyze and assess programs, policies and operational needs and make appropriate adjustments.
 - Analyze data and information; draw conclusions; propose responsive actions.
 - Identify and respond to sensitive community and organizational issues, concerns and needs.
 - Plan, organize, direct and coordinate the work of lower-level staff.
 - Delegate authority and responsibility.
 - Select, supervise, train and evaluate staff.
 - Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
 - Research, analyze and evaluate new service delivery methods and techniques.
 - Prepare clear and concise administrative and financial reports.
 - Prepare and administer large and complex budgets.
 - Interpret and apply applicable Federal, State and local policies, laws and regulations.
 - Operate a computer and other office equipment; develop graphic presentations.
 - Maintain confidentiality of certain City information.
 - Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Bachelor's degree in business administration, public administration, finance, risk management or related field and four years responsible experience in property & casualty claims handling, claims investigation and resolution and regulatory compliance and risk management or related field, including three years of administrative and supervisory experience.

OTHER REQUIREMENTS

Valid Texas driver's license

Possession of and the ability to maintain a valid Property and Casualty or Multi-Lines Adjuster License by the Texas Department of Insurance is required at the time of hire.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing and balancing.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.