

City of Fort Worth, Texas Job Description

Classification Title	Senior Property & Casualty Adjuster		
Job Code:	PR2561	Job Family:	Professional
Pay Grade	611	Date Reviewed:	07/09/15
FLSA Status	Exempt	Date Revised:	

GENERAL SUMMARY

Leads, oversees and participates in the more complex work in investigating and appropriately disposing of a variety of liability claims against the City including but not limited to automobile, general liability, and law enforcement liability; coordinates claims efforts with other departments and service providers; provides risk management consulting services to all City departments as requested. Manages the City's commercial and self-insured property and casualty program; and performs a variety of administrative tasks relative to assigned area of responsibility.

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.
2. Performs the more complex duties in risk management services such as investigating and disposing of a variety of liability claims against the City to include automobile, general and law enforcement liability.
3. Receives, reviews and sets up variety of liability claims against the City including automobile, general liability, and law enforcement liability; within guidelines, either sets up reserves or refers to supervisor.
4. Conducts internal and external claim investigations; interviews claimants and witnesses, physicians, City employees and other individuals to document facts and evaluate claims; obtains police reports or other records; secures estimates, medical reports and billings or other financial statements for damages incurred; documents claims in written report as required.
5. Enters and retrieves data from computerized system; inputs and updates information on claims, notes, payments, reserves and related issues.
6. Serves as liaison with payroll division or other City divisions and departments in control costs or detect fraudulent claims.

7. Attends and participates in litigation negotiations through the Department of Law; assists the assigned Assistant City Attorney as necessary.
8. Attends and participates in liability claims negotiations and settlement activities; provides input on claim investigations and recommended settlement.
9. Compiles and prepares reports on claims activities for trend forecasts; distributes in accordance with division policy.
10. Coordinates claims disposition activities with City legal department; as necessary, provides testimony on claims that are litigated.
11. Recognizes risk exposures arising from City operations whether undertaken directly or through contractual agreements and recommends risk control treatments and financing mechanisms as required to minimize the City's risk of loss with minimal supervision.
12. Administers the City's commercial and self-insured property and casualty program.
13. As assigned, acts as project leader on various claims; leads, plans, and reviews the work of assigned project staff.
14. Performs other related duties as required.
15. 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:**
 - Operational characteristics, services and activities of general liability claim investigations and evaluation and settlement programs.
 - Principles, practices, methods and techniques of investigating, analyzing, and evaluating general liability claims.
 - Principles of lead supervision and training.
 - Mandated laws, rules and regulations governing investigation and settlement of a variety of claims including automobile, general liability, and law enforcement liability.
 - Principles and practices, methods and techniques of documenting and maintaining records of claims investigations.
 - Enterprise resource planning software.
 - Exposure identification techniques; loss control techniques; and risk financing alternatives.
 - Office equipment including computers and supporting word processing and spreadsheet applications.
 - Principles and practices, methods and techniques of record keeping.
 - Principles and practices, methods and techniques of report preparation.
 - Pertinent Federal, State and local laws, codes and regulations.

- **Skill in:**
 - Project management.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Lead, plan and review the work of project staff members as needed.
 - Investigate, document, analyze and settle a variety of claims including, general liability, and law enforcement liability.
 - Identify, analyze, and treat risk associated with complex operations and/or agreements and to recommend appropriate risk control and financing alternatives with minimal supervision.
 - Operate claims investigation equipment including cameras, recording devices, video cameras and related equipment.
 - Develop materials and conduct training programs and activities as required.
 - Operate office equipment including computers and supporting word processing and spreadsheet applications.
 - Maintain detailed and accurate records.
 - Prepare and maintain a variety of operational records and reports.
 - Interpret, apply and explain City policies and procedures on workers compensation and general liability.
 - Establish and maintain effective working relationships with those contacted in the course of work.

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college or university with major course work in business administration or a related field three years of claims experience handling liability claims, first party property claims, and/or subrogation claims.

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, if adjusting claims 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, walking and repetitive motions.

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.

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.