

City of Fort Worth, Texas Job Description

Classification Title	Property & Casualty Adjuster		
Job Code:	PR2230	Job Family:	Professional
Pay Grade	610	Date Created:	07/18/15
FLSA Status	Exempt	Date Revised:	

GENERAL SUMMARY

Performs analytical duties in the investigation and appropriate disposition of a variety of liability claims against the city. Coordinates claims efforts with other departments and service providers; 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. Receives, reviews, sets up and appropriately dispose of a variety of liability claims against the City, including automobile, general liability, and law enforcement liability.
2. Conducts internal and external claim investigations, as assigned; interviews claimants and potential witnesses, physicians, city employees and other individuals to document facts and evaluate claim; obtains police reports or other records; secures estimates, medical reports and billings or other financial statements for damages incurred; and documents claims in written report, as required.
3. Enters and retrieves data from computerized system. Inputs and updates information on claims, notes, payments, reserves and related issues.
4. Establishes reserves for claims; investigates and negotiates the elements of claims; requests checks for payment; and assists other adjusters with questions pertaining to claims.
5. Serves as liaison with payroll division or other city divisions and departments in control costs or detect fraudulent claims.
6. Coordinates claims disposition activities with city legal department; and provides testimony on litigated claims, as necessary.
7. Attends and participates in liability and/or subrogation claims negotiations and settlement activities; and provides input on claim investigations and recommended settlement.
8. Attends and participates in liability and/or subrogation litigation negotiations through the Department of Law; and assists the assigned Assistant City Attorney, as necessary.

9. Monitors activities and performance of claims third party administrator; and makes recommendations, as required.
10. Compiles and prepares reports on claims activities for trend forecasts; and distributes in accordance with division policy.
11. Evaluates operating procedures of high risk areas; identifies areas and makes recommendations for improvements; implements approved recommendations; and monitors effectiveness.
12. Performs other related duties as required.
13. 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 program.
- Principles, practices, methods and techniques of investigating, analyzing, and evaluating general liability.
- Mandated laws, rules and regulations governing investigation and settlement of a variety of claims including general liability and law enforcement liability.
- Principles and practices, methods and techniques of documenting and maintaining records of claims investigations.
- Principles and practices, methods and techniques of record keeping.
- Principles and practices, methods and techniques of report preparation.
- Methods and techniques of injury and accident investigation.
- Principles, practices, methods and techniques of assessing training needs, developing materials and conducting training sessions.
- Claim value to set reserve.
- Office equipment including computers and supporting word processing and spreadsheet applications.
- Pertinent Federal, State and local laws, codes and regulations.

- **Skill in:**

- Customer service.
- Organization and time management.
- Computers and applicable software.
- Analysis, trending and identification of hazard.
- Investigation.
- Negotiation.
- Interpersonal relations.

- **Ability to:**

- Communicate clearly and effectively, both orally and in writing.
- Investigate, document, analyze and settle a variety of general liability claims.
- Operate claims investigation equipment including cameras, recording devices, video cameras and related equipment.

- Perform facilities inspections and accident investigations, etc.
- Operate office equipment including computers and supporting word processing and spreadsheet applications.
- Maintain detailed and accurate records.
- Conduct analysis of property damage.
- Prepare and maintain a variety of operational records and reports.
- Represent the City in lawsuits and mediation sessions.
- Interpret, apply and explain City policies and procedures on workers compensation and general liability.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college or university with major course work in business administration, industrial health and safety or a related field and two years of increasingly responsible claims adjusting or related risk management analysis experience.

OTHER REQUIREMENTS

Valid Texas driver's license

Possession of, or ability to obtain and maintain a valid Property and Casualty or Multi-Lines Adjuster License by the Texas Department of Insurance, if adjusting claims, is required within 30 days of employment.

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.

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.