

## City of Fort Worth, Texas Job Description

<b>Classification Title</b>	Property & Casualty Adjuster I		
<b>Job Code:</b>	PR5210	<b>Job Family:</b>	Professional
<b>Pay Grade</b>	609	<b>Date Created:</b>	08/31/2020
<b>FLSA Status</b>	Exempt	<b>Date Revised:</b>	

### GENERAL SUMMARY

Performs a variety of technical and analytical support duties in the investigation and appropriate disposition of a variety of liability claims against the city. Participates in the coordination of claim 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 disposes a variety of liability claims against the City, including automobile, and general liability.
2. Assists with coordinating and conducting internal and external claim investigations, as assigned; interviews claimants and potential witnesses, city employees and other individuals to document facts and evaluate claim; obtains police reports or other records; secures estimates, 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. Determines, reviews and analyzes coverages that may or may not apply to the claim. Monitors and reviews claims to determine status.
5. Establishes reserves for claims; investigates and negotiates the elements of claims; requests checks for payment.
6. Serves as liaison with payroll division or other city divisions and departments to control costs or detect fraudulent claims.
7. Participates in liability and/or subrogation claim negotiations and settlement activities.
8. Ensures compliance with city liability guidelines and state and federal insurance regulations.
9. Prepares, updates and maintains a variety of claim files, records and filing systems. Verifies and distributes information as requested.
10. Performs other related duties as required.

11. 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.
- 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 accident investigation.
- 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.
- Interpret, apply and explain City policies and procedures on 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. No previous claims adjusting experience as a claims adjuster or risk analyst is required.

## **OTHER REQUIREMENTS**

Possession of and the ability to maintain a valid Texas driver's license.

Possession of and the ability to maintain a valid Texas Adjuster License.

## **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.