

JOB DESCRIPTION
San Diego County Office of Education

Claims Adjuster

Purpose Statement

The Claims Adjuster will perform a wide range of activities pertaining to the investigation, evaluation, and negotiation of claims; oversee a caseload of property, auto and general liability claims including litigated files for JPA member school districts

This job is distinguished from Senior Claims Adjuster in that the Senior level will be assigned the more complex claims, involving litigation, significant injury, and employment practice claims.

Essential Functions

- Adjusts auto and general liability claims for JPA member school districts (e.g. determining validity, reaching closure, etc.) for the purpose of complying with legal requirements and state statutes.
- Analyzes liability exposure for districts (e.g. Claims, etc.) for the purpose of ensuring correct action will take place.
- May attend legal hearings, district school board meetings, settlement conferences, mediations (e.g. meets with defense counselors, district defendants, JPA meetings with school districts) for the purpose of monitoring proceedings.
- Delivers workshop training, information/instruction sheets, procedures, methods, etc. (e.g. JPA member school districts, etc.) for the purpose of addressing claims issues and negotiations.
- Evaluates auto and general liability claims for the purpose of establishing eligibility and course of action.
- Maintains claims files and records for the purpose of documenting actions and ensuring compliance with participating District policies and mandated legal requirements.
- Prepares statistical summaries, evaluations and reports, oral presentations (e.g. for claims from \$99 to 5 million dollars, etc.) for the purpose of providing information and/or documenting activities.
- Responds to inquiries from claimant, participating district and/or involved personnel (e.g. status of claim, subrogation activities, etc.) for the purpose of resolving issues, facilitating communication among parties and/or providing information or directions.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a potential need to upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment including utilizing pertinent software; planning and managing projects; resolving conflicts and diffusing hostile interchanges; and preparing and maintaining accurate records; analyzing data; classifying data and/or information.

KNOWLEDGE is required of California liability rules and regulations; computerized claims systems, business telephone etiquette; codes/laws/rules/regulations/policies; concepts of grammar

and punctuation; office application software; practicing cultural competency while working collaboratively with diverse groups and individuals.

ABILITY is required to schedule a significant number of activities, meetings, and/or events; often gather, collate, and/or classify data; and use basic, job-related equipment. Flexibility is required to independently work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using defined methods. Ability is also required to work with a significant diversity of individuals and/or groups; work with data of varied types and/or purposes; and utilize specific, job-related equipment. Independent problem solving is required to analyze issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is limited. Specific ability based competencies required to satisfactorily perform the functions of the job include: communicating with diverse groups; working with frequent interruptions; working with detailed information/data; maintaining confidentiality; establishing effective relationships; adapting to changing work priorities; accuracy and attention to detail; meeting deadlines and schedules; working as part of a team.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 90% sitting, 5% walking, and 5% standing. This job is performed in a generally clean and healthy environment.

Experience: Two (2) years of work experience handling property, auto, or general liability claims for public entities.

Education: Bachelors degree from an accredited college or university in business administration, public administration, occupational/environmental health, or related field.

Equivalency: A combination of education and experience equivalent to a bachelor's degree from an accredited college or university in business administration, public administration, occupational/environmental health, or related field and two (2) years of work experience handling property, auto, or general liability claims for public entities.

Required Testing

NA

Certificates

Valid Driver's License

Continuing Educ./Training

NA

Clearances

Criminal Justice Fingerprint/Background Clearance

Drug Test

TB Screen

FLSA State: Exempt

Salary Range: Classified Management, Grade 32

Established: 06/2003

Revised: 12/2007; 09/2018

Approved by the Personnel Commission: June 20, 2003