JOB DESCRIPTION

Coachella Valley Water District

TITLE: Risk Management Assistant Claims

SECTION: Risk Management

DEPARTMENT: Business and Technology

REPORTING RELATIONSHIP:

Reports to: Risk Manager

Supervises the following positions: Not applicable

DEFINITION: Under general supervision, mitigate the district’s exposure to risk by formulating, developing and coordinating all claims related activities, as well as resolving bona fide claims at the least possible cost. Direct a program to ensure the proper handling of claims, gathering data on claims for both recordkeeping and loss forecasting purposes, and estimating the value of claims. Responsible for post loss reduction techniques such as salvage, subrogation and rehabilitation.

ESSENTIAL FUNCTIONS:

1. Reviews, investigates and processes reports concerning damages filed against the district.

2. Perform on site investigates including taking of photographs, interviewing witnesses, inspecting the accident scene and compiling other documentation used to determine liability.

3. Prepares investigative report of findings and obtains evidence to establish the district’s position.

4. Evaluates claims as to merit and establishes financial impact on the district.

5. Establish claims administration and guidelines for monitoring and auditing the activities of the district’s insurance carrier(s) and legal defense counsel.

6. Assist in the negotiation of claims settlement with plaintiff and defense counsel.

7. Report claims to insurance carrier when appropriate.

8. Represent the district in small claims court when required.

9. Assist with Workers’ Compensation claims when needed.
MINIMUM QUALIFICATIONS:

License or Certificates: Valid California Operators license issued by the State Department of Motor Vehicles. Department of Motor Vehicles driving record may influence employment or classification.

Experience: Three years of professional claims experience reviewing, evaluating, investigating and processing claims including settlement of tort liability including property damage and bodily injury, first party property damage and personal injury.

Knowledge of:
- Practices, techniques and methodologies used in claims investigation, evaluation, adjustment and settlement.
- Basis rules, regulations and laws relating to personal and property liability
- Principles of insurance reserving and risk analysis.
- Effective case management and office procedures
- California government tort liability statutes
- California Vehicle Code, California Government Code and legal decisions pertaining to personal, casualty and property liability

Abilities:
- Understand and interpret public liability case law, rules and official documents
- Manages a caseload and respond to claims in timely manner.
- Communicate effectively both verbally and in writing.
- Exercises sound, independent judgement using general policy guidelines.
- Establish and maintain cooperative working relationship.
- Use professional customer service skills.
- Operate a computer workstation and accurately input data.
- Maintain accurate records and files.
- Prepare clear and concise reports and/or special projects.

Education: Graduation from a recognized college with a Bachelor’s degree in business, public administration, finance or related field. Two additional years of the specified experience may be substituted for the required education on the basis of 30 semester units being equivalent to one of experience up to two years.

PHYSICAL REQUIREMENTS:

1. Drive District vehicle to District and medical facilities. Driving: High.

2. Moderately active.

3. Operate computer work station and answer phones.

See Human Resources for physical assessment form.
JOB DESCRIPTION

I acknowledge that this job description is an accurate representation of this position as of this date.

Approval Department Head_____________________________ Date __________

Approval General Manager_____________________________ Date __________