

JOB DESCRIPTION
San Diego County Office of Education

Senior Claims Adjuster

Purpose Statement

The job of Senior Claims Adjuster is done for the purpose/s of evaluating, processing, and managing liability, property, auto, general liability claims, and employment claims in compliance with state regulations; documenting activities; conveying information regarding claims and/or benefits; and providing testimony in benefit disputes.

This job is distinguished from similar jobs by the following characteristics: Liability Damage, Litigation Manager, California Government Code and Education Code.

Essential Functions

- Adjudicates 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.
- Attends legal hearings, district school board meetings, settlement conferences, mediations (e.g. meets with defense counselors, district defendants, JPA meetings with school districts, school board meetings, settlement conferences, mediations, etc.) for the purpose of providing testimony and 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.
- Oversees the claims handling and third party provider (e.g. litigation on complex cases and plans, etc.) for the purpose of ensuring the claims are being handled according to the legal regulations of the State of California.
- 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.
- Processes claims submitted under the state provisions for the purpose of establishing eligibility and representing the participating district as eligibility hearings.
- Responds to inquiries from claimant, participating district and/or and 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 to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: 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.

Responsibility

Responsibilities include: working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to impact the organization's services.

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 Job related experience within a specialized field is required.

Education Bachelors degree in job-related area.

Equivalency

Required Testing

Certificates

Valid Driver's License & Evidence of Insurability

Continuing Educ./Training

Clearances

Criminal Justice Fingerprint/Background Clearance

Drug Test

TB Screen

FLSA State: Exempt

Salary Range: Classified Management, Grade 38

Personnel Commission Approved: October 19, 2016