

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS/DAS105800

DIVISION OR INSTITUTION
General Services Division

UNIT OR OFFICE
Risk Management

COUNTY OF EMPLOYMENT
Franklin

POSITION NUMBER
20005565

Reclassification New Position Update Position Hyperlinked to Agency Organizational Tree

USUAL WORKING TITLE OF POSITION
Claims Specialist 2

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
See Table of Organization

Permanent
 Temporary
 Intermittent

Classified
 Unclassified
 Essential

Overtime: Eligible Exempt
If FLSA Exempt, exemption type:

Bargaining Unit 09
Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 a.m. TO: 5:00 p.m. (Report-in location subject to change.)

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
40	Under direction of Risk Claims Manager & Risk Administrator, processes & adjusts catastrophic & complex multi-line vehicle & non-vehicle property damage & bodily injury claims: examines, processes & adjusts all assigned liability claims & claim files (e.g., property damage, bodily injury, litigation & subrogation) according to rules, regulations, guidelines & established agency policy & procedures & Ohio Revised Code; processes claim documents in timely & accurate manner; analyzes data & uses sound judgment to establish case reserves; evaluates claims & negotiates monetary settlements & identifies potential defense strategies; performs ongoing review of liability insurance law & revisions; makes recommendations to Claims Manager & Risk Administrator on training & new procedures which impacts unit.	Knowledge of (1) insurance claims processing; (2) liability & subrogation laws, rules, policies & procedures; (3) insurance codes & regulations; (4) public relations; (5) claims insurance investigation; (6) customer service techniques. Skill in (7) operation of personal computer & related hardware/software (e.g., MS Word, Excel, Access, Outlook). Ability to (8) define problems, collect data, establish facts & draw valid conclusions; (9) gather, collage & classify information about data, people or things, (10) handle sensitive & sometimes hostile inquiries & contacts with officials & general public; (11) negotiate fair & reasonable settlement of claims; (12) complete routine forms.; (13) maintain accurate records.
30	Processes, reviews, investigates & pursues subrogation recovery against at-fault parties & insurance companies & collects payment: obtains information from state employees, claimants & insurance companies & other parties via telephone, in written form or in person; contacts body shops regarding repair status & authorizes rental vehicles; obtains insurance documents from insurance companies or agencies; assigns independent adjusters, if necessary; processes total loss claims & coordinates handling of auto physical damage claims; takes loss report notices & accident reports via telephone, fax, mail or email; enters loss information into database (Riskmaster) & creates an electronic claim file folder; distributes claims to claims specialists; contacts state agencies for vehicle accident reporting form or any additional information or documents needed for claim setup; reports losses to insurance carriers; answers department telephone calls & provides assistance or transfers call to appropriate person; reviews fax folder &	Knowledge of 1, 2, 3, 4, 5, 6 Skill in 7 Ability to 8, 9, 10, 11, 13 *developed after employment.

JOB CODE TITLE
Auto Liability Claims Specialist 2

JOB CODE
16782

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Randall Howard /cc

7/2/13

April 17-5-13.ccl

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Position Hyperlinked to
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Bargaining Unit 09

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Page 2 of 2

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	transfers faxes to appropriate electronic folders; retrieves mail, scans mail & transfers to appropriate electronic folders; receives, sorts & distributes warrant report; receives & distributes phone charges lists; updates Riskmaster maintenance; updates & distributes safety, equipment manager, OSHP & other lists & reports; other duties as required.	
20	Investigates complex liability claims including catastrophic bodily injury cases: obtains information from claimants via telephone, written form &/or in person; answers inquiries from claimants & attorneys concerning claim processes; contacts physicians regarding medical information, claimants regarding lost wages & attorneys, body shops & insurance companies for policy & claim related information; authorizes vehicle rentals; assigns independent adjusters & salvage companies; recovers monies for losses to state-owned equipment for damages sustained in not-at-fault accidents.	Knowledge of 1, 2, 3, 4, 5, 6 Skill in 7 Ability to 8, 9, 10, 11, 12, 13.
10	Maintains accurate & complete electronic claims files: ensures all pertinent information is in file to support payments & future audits; updates claim information electronically, prepares vehicle liability reports concerning various activities; attends meetings; performs other duties as required.	Knowledge of 1, 2, 3, 4, 5, 6 Skill in 7 Ability to 8, 9, 12, 13

*developed after employment.

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JOB CODE
16782

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Randall Howard/ce

7/2/13

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