

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS/DAS105000

DIVISION OR INSTITUTION
General Services Division

UNIT OR OFFICE
Risk Management

COUNTY OF EMPLOYMENT
Franklin

POSITION NUMBER
20005619

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

Bargaining Unit 09

If FLSA Exempt, exemption type:

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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
50	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, collate & 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.
40	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 vehicle claim files: ensures all pertinent information is in file for 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

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

Chris Sechya

11/7/14

April 11.7.14 @cc