

POSITION DESCRIPTION		AGENCY/DEPT ID DAS/DAS105000
DIVISION OR INSTITUTION General Services Division	UNIT OR OFFICE Risk Management	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005620	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/>	
			Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION Claims Specialist 2		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR See Table of Organization	
	<input type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Intermittent	<input type="checkbox"/> Classified <input checked="" type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> 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 & work hours 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. 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, 10, 11, 13 *developed after employment.	
16782	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 	
16782			DATE 1/12/16	

Apd 1.13.16 @

