

## Middletown, CT Job Description

<b>Classification Title</b>	Claims Administrator
<b>Job Code</b>	
<b>Department</b>	Office of General Counsel
<b>Union Group</b>	Non-Representation
<b>FLSA Status</b>	
<b>Pay Grade</b>	

### **PURPOSE OF POSITION**

The purpose of the position is to administer and resolve first and third party claims made by and presented against the City of Middletown. Provides coverage analysis and advice on insurance and claim matters.~~investigate and adjust claims made against the City of Middletown property and personnel under the City's self-insured liability program in a cost effective and equitable manner. The work is performed under the supervision of the City Attorney but the Claims Administrator may receive direction from the Deputy City Attorney and/or Risk Manager.~~

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.*

- ~~Serves as the primary administrator for the self-insured first and third party claims for the City of Middletown. Ability to handle confidential information and situations.~~Administers and coordinates handling of claims made against the City. Works with insurance carrier for local investigation and information gathering.
- ~~Investigates claims brought against the City, or their personnel, establishes claim reserves, determines liability, denies liability when appropriate or evaluates and recommends the settlement of the claims in accordance with authority granted by Section 31-28 of the Middletown Code of Ordinances and/or the members of the Insurance and Claims Committee.~~Coordinates first party property claims. Advises appropriate parties when loss concerns and claims patterns arise.
- ~~Aids in the management of litigation by attending depositions, settlement conferences, pre-trial hearings, and arbitration or mediation hearings as required by defense counsel. Works with the City Attorney, Deputy City Attorney and/or outside legal counsel in preparation for defending the claims brought against the City, etal.~~Provides advice to General Counsel, Mayor and department directors on claims and liability questions.

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- ~~Identifies and pursues subrogation claims against third parties. Prepares correspondence and files for the City Attorney if required. Writes agenda and minutes for Insurance and Claims committee meetings.~~
- ~~Handles inquiries on first and third party claims. Interfaces with City personnel, attorneys, appraisers, adjusters and insurance carriers regarding specific claims activity when necessary. Identifies loss trends and cost efficiency potential within the City. Handles subrogation and collection matters.~~
- ~~Notifies reinsurance and excess insurance carriers of potential claims and provides periodic updates as cases develop. Works to resolve any reinsurance and/or excess insurance disputes.~~
- ~~Maintains complete and accurate paper and electronic claim files. Prepares reports for distribution. Responsible for reviewing claim expenses for accuracy and processing.~~
- ~~Coordinates meetings with claimants, attorneys, excess insurance carriers and city personnel.~~
- ~~Maintains property and property claims information program and integrity of data. Performs periodic quality control audits to insure accuracy of information.~~
- ~~Creates and processes claim management reports as needed. Develops and prepares a variety of complex and detailed computer generated reports, records, notices or statistical data.~~
- ~~Creates, organizes and maintains claims filing system and administrative procedures. Review record retention schedules and requirements to determine timetables for transferring records to archive/storage.~~
- ~~Evaluates and recommends procedures to improve claims service and management.~~
- ~~Attends all meetings of the Insurance and Claims Committee with City Attorney. Prepares the agendas and minutes for the said meetings.~~
- Perform other related duties as assigned.

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### MINIMUM JOB QUALIFICATIONS

#### Education and Experience

~~Bachelor's Degree and a working knowledge of property/casualty insurance in Business Administration, or related area and four years multi-line claim adjusting experience, or any combination of education and experience that provides equivalent knowledge, skills and abilities.~~

~~Appropriate education substitutions can be made.~~

#### Other

- ~~Position requires a Connecticut Adjuster's License, and a valid Connecticut Driver's License.~~

### PREFERRED QUALIFICATIONS

~~Law degree or Paralegal certificate, at least 5 years of claim handling experience and an Auto Appraisal License.~~

### KNOWLEDGE, SKILLS, and ABILITIES

- ~~Requires the ability to perform mid to upper-level data analysis including the ability to coordinate, strategize, systematize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and oversee the executive of these decisions. Knowledge of insurance coverage, laws and regulations~~
- ~~Requires the ability to provide direction. Ability to persuade, convince, and train others. Ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations. Must possess investigative skills~~
- ~~Requires the ability to utilize a variety of reference, descriptive and/or advisory data and information such as financial statements, insurance policies and claims, inventories, status reports, contracts, program reports, statutes, procedures guidelines and non-routine correspondence. Ability to handle and review auto and property claims~~

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- ~~Requires the ability to communicate orally and in writing with the City Attorney, Deputy City Attorney, Risk Manager and all department staff, City Department Heads and employees, Mayor, boards, outside agencies, consultants, contractors, vendors, service providers and the public.~~ Knowledge of civil case flow and process
- ~~Requires the a~~Ability to perform addition, subtraction, multiplication and division; and to calculate percentages and decimals.
- Ability to Relate to and interact with a non-traditional and diverse student and employee population
- Ability to Work independently
- Ability to Balance competing requirements and needs of client organizations
- Ability to Read, analyze, and interpret standards, policies, procedures, and regulations
- Ability to Develop and write reports, policies, and correspondence
- Ability to Handle common inquiries or complaints
- Ability to Define problems, collect data, establish facts, and draw valid conclusions
- Ability to Exercise good judgment and focus on detail as required by the job
- Ability to Operate standard office equipment, such as computer keyboards and monitors, copiers, scanners, and telephone
- Ability to Use (or learn to use) computer software and systems applicable to the position
- Ability to Follow oral and written instructions and procedures
- Ability to Collect, organize, and interpret data and prepare accurate records
- Ability to Compare data from a variety of sources for accuracy and completeness
- Ability to Organize large volumes of detailed data and information
- Ability to Verify and maintain accuracy of detailed data and information, detect data errors
- Ability to Mmeet schedules and deadlines of the work unit
- Ability to Communicate in English effectively orally and in writing
- Ability to Mmaintain well-organized materials, files, systems and tools
- Ability to Aadapt to changes in work situations and priorities

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- Ability to Reason/analyze; use logic to identify and resolve problems
- Ability to Evaluate, organize, and summarize data and information
- Ability to Establish and maintain constructive and cooperative interpersonal relationships with staff, peers, supervisors, or managers in the work unit and other departments, as well as with staff of outside entities and other individuals, as applicable to the essential duties and responsibilities
- Ability to Satisfy the needs of internal and external customers accurately and promptly, treating customers with fairness and respect.

### PHYSICAL REQUIREMENTS

- ~~Requires the ability to operate, calibrate, tune and synchronize, and perform complex rapid adjustment on equipment, machinery and tools such as a computer and other office machines and/or related materials used in performing essential functions.~~
- ~~Requires the ability to coordinate eyes, hands, feet and limbs in performing coordinated movements such as typing.~~
- ~~Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects weighing five to ten pounds.~~
- ~~Requires the ability to recognize and identify degrees of similarities or differences between characteristics of colors, shapes, sounds, and textures associated with job-related objects, materials and tasks.~~

Exerting up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

### WORKING CONDITIONS

*The working conditions described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable*

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*accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- ~~• Ability to work under generally safe and comfortable conditions where exposure to environmental factors may cause discomfort and poses a limited risk of injury.~~

Position requires talking, hearing, seeing, grasping, standing, walking and repetitive motions.

*The City of Middletown, CT is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

<b>Date created:</b>	02/28/15
<b>Dates revised</b>	