



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 401.1

Job Title: **CLAIMS COORDINATOR**

Pay Grade: 17

GENERAL SUMMARY:

Investigates, evaluates and concludes automobile, general liability, contract and workers' compensation claims made against the City of Houston and assists in the preparation of trial litigation for City Attorneys. Also investigates, evaluates and concludes subrogation claims on behalf of the City of Houston.

RESPONSIBILITIES:

- Investigates automobile, general liability, contract, and workers' compensation claims in accordance with accepted standards to determine legal responsibility.
- Determines medical expenses, property damage and other allowable expenses of the claim.
- Monitors and reviews claims to determine status.
- Researches information from departments and employees.
- Evaluates claims for settlement purposes, and concludes the claims as indicated in accordance with good settlement practices.
- Responds to correspondence and inquiries from claimants, witnesses, attorneys and others.
- Ensures that complaints and/or concerns are appropriately handled.
- Conducts a variety of record keeping activities; monitors and maintains files and records.
- May make field investigations of automobile, general liability, contract, and workers' compensation claims involving cases against the City of Houston. Evaluates and reports investigative findings.
- May make field investigations of subrogation claims involving damage to City of Houston property and health subrogation claims. Evaluates and reports investigative findings.
- May identify and locate witnesses and obtain statements.
- May take photographs and measurements of accident scenes and/or prepare sketches of physical surroundings.

SPECIFICATIONS:

KNOWLEDGE:

A Bachelor's degree in Business Administration or a related field is required.

License: A Texas Department of Insurance adjustor's license type 2, 3 or 8 is preferred.

SPECIFICATIONS: (continued)

EXPERIENCE:

One year of experience in automobile, general liability, contract and/or workers' compensation claims evaluation or a related field is required.

COMPLEXITY:

Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and precedents, and in adapting standard methods to fit facts and conditions.

IMPACT OF ACTIONS:

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

SUPERVISION EXERCISED:

Direct Supervision:

No direct report employees.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction involves routine information exchange and/or simple service activity that requires common courtesy; e.g., directing calls, and answering simple questions.

PHYSICAL EFFORT:

The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Claims Coordinator

Senior Claims Coordinator

Effective: October 1990

Revised: May 1996