



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 401.2

Job Title: **SENIOR CLAIMS COORDINATOR**

Pay Grade: 21

GENERAL SUMMARY:

Investigates, evaluates and concludes complex 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 complex subrogation claims on behalf of the City of Houston.

RESPONSIBILITIES:

- Serves in a lead capacity, providing training and assistance to Claims Coordinators.
- Investigates complex 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.
- Evaluates claims for settlement purposes, and concludes the claims in accordance with good settlement practices.
- Monitors and reviews claims to determine status.
- Ensures that complaints and/or concerns are appropriately handled.
- Performs special studies and other investigative related work as assigned.
- Responds to correspondence and inquiries from claimants, witnesses, attorneys and others.
- 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 complex 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, prepare sketches of physical surroundings.
- May train field personnel regarding requirements of workers' compensation reporting and apprise field personnel of any changes in workers' compensation laws.

SPECIFICATIONS:

KNOWLEDGE:

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

License: In the Human Resources Department, a Texas Department of Insurance adjustor's license type 3 is required.

In the Legal Department, a Texas Department of Insurance adjustor's license type 8 is required.

SPECIFICATIONS: (continued)

EXPERIENCE:

Three years of experience in automobile, general liability, contract and/or workers' compensation claims evaluation or a related field are 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 could lead to moderate expenses and inconveniences. 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:

Involves general scheduling and review of work as a "working supervisor" or lead person.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction requires considerable tact and cooperation involving somewhat sensitive issues or problems.

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 requires considerable tact and cooperation involving somewhat sensitive issues or problems.

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: January 1996