

# CLAIMS MANAGER

Job Code	Pay Grade
15900	SM5b

## Nature of Work

This is responsible supervisory, administrative and technical work in the investigation, negotiation and settlement of public liability, property damage, and bodily injury claims. An employee in this class is responsible for developing, managing and revising operational procedures, interpreting and applying laws and regulations and maintaining working relationships with attorneys, physicians, insurance companies, governmental agencies and the public. Assignments are generally broad in scope with frequent opportunity for exercising independent judgment in making claims management decisions, subject to final review and approval by the Bureau Director, Risk Management. An employee in this class will be assigned acting responsibilities in the absence of the director.

## Minimum Qualification Requirements

- 8 years technical and professional experience in multi-line claims adjusting that includes case management experience as team leader, supervisor or supervisor training; or
- Associate's degree with major course work in insurance and risk management, public administration, business administration or related field and 6 years experience as described above; or
- Bachelor's degree and 4 years experience as described above; or
- An equivalent combination of education, training, and/or experience.

## Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Possession and maintenance of 1 or more designated Florida State insurance industry related licenses.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

## Illustrative Tasks (These are examples and are not all inclusive.)

- Plans, organizes, and reviews the investigation, negotiation and settlement of a variety of insurance claims; reviews accident reports, losses and litigation claims; provides subordinates and intra-departmental personnel with technical advice and assistance.
- Attends and assists at depositions and hearings as a representative of the county participating in proceedings related to the county's self-insurance program.
- Investigates and follows up on claims made by and against Pinellas County.
- Negotiates with individuals, insurance companies, and attorneys to affect an equitable settlement; supervises the collection of subrogation monies.
- Monitors and evaluates Employer Liability claims (EEOC).
- Participates in annual budget preparation.
- Reviews insurance policies and participates in renewal process.
- Coordinates defense preparation with defense attorneys and various county departments in litigation.
- Reviews financial reserves necessary to administer the county self-insurance plan; reviews each claim and calculates and changes estimated reserves as necessary.
- Reviews and recommends payments made by the county for insurance claims.
- Attends conferences, workshops and meetings to ascertain new development or changes in laws pertaining to the insurance industry.
- Supervises, trains, assigns, and reviews work of personnel performing a variety of duties in connection with the examination and adjustment of insurance claims, including complex claims involving the potential for extensive liability.
- Performs related work as assigned or required.

## CLAIMS MANAGER (continued)

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### Knowledge, Skills, and Abilities

- Knowledge of the statutes, laws, regulations and ordinances applicable to public liability, property damage, bodily injury and workers' compensation insurance.
- Knowledge of liability claims administration and the techniques of investigation, adjustment, negotiation and settlement.
- Knowledge of litigation preparation as related to evidence, admissible statements and medical testimony.
- Knowledge of State of Florida Workers' Compensation Law and claim processes.
- Ability to apply computer applications and software.
- Ability to conduct effective negotiations with claimants, attorneys and insurance carriers.
- Ability to express ideas clearly and concisely, verbally and in writing.
- Ability to analyze facts and to exercise sound judgment in arriving at conclusions.
- Ability to train and supervise the work of subordinate employees.

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Revised	EEOC Code	Overtime Code
11/09	Professionals	Exempt