



## **Title: Claims Coordinator**

**FLSA STATUS:** Exempt from overtime under FLSA.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives direction from Chief Assistant City Attorney.

Exercises direct supervision of up to Para-professional staff.

### **MINIMUM QUALIFICATIONS**

- **Education:** Bachelor's degree in any field or equivalent.
- **Experience:** Minimum of five years related experience. Requires broad knowledge of complex systems and procedures.
- **Licenses/Certifications/Special Requirements:** Arizona State Department of Insurance: either Adjuster's License or Risk Management Consultant License at time of hire. Valid AZ Drivers License upon hire.

### **PREFERRED/DESIRABLE QUALIFICATION(s):**

- Experience in a municipal or government setting.
- Previous supervisory experience is preferred.

### **JOB SUMMARY**

The purpose of this position is to review, investigate, and analyze claims made against the City and handle claims based upon their merit. Obtains and reviews documents such as repair estimates and appraisals; negotiates claims and authorization payments; reviews contracts; completes scene inspections; takes statements; makes site visits to facilities; works with Safety Department on accident programs; provides claim data and reports for analysis; processes restitution; pursues subrogation on damages owed to the City; works with the City's insurance broker regarding City coverage; processes City vehicle and property repair bills; and responds to questions and concerns by departments regarding damages, insurance, safety, and claims. Works with insurance, claims, and risk budgets for the City.



## ESSENTIAL FUNCTIONS

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position.

#	Essential Functions
1	Manages staff by planning and prioritizing tasks, ensuring policy and procedure compliance, recommending changes and adjustments, and monitoring staff performance and development.
2	Adjusts claims by investigating accidents, incidents, or other occurrences involving City property, vehicles, or personnel resulting in personal injury or property damage. Conducts interviews, reviews documentation, ensures efficient processing, evaluates claims, collaborates with legal staff and departments, negotiates claim settlements within authority limit, denies claims when warranted, and seeks subrogation to recover monies expended when other parties are at fault.
3	Manages agreements and certificates of insurance by reviewing agreements and contracts, contacts contract holders, reviews event coverage and requests missing certifications.
4	Uses electronic claim administration system; maintains reports and information by compiling expense reports; writes reports; verifies reserves; reviews old claims, codes and current trends; and prepares budget information.
5	Facilitates procurement process by working with consultants and vendors; assists with grant procurements; reviews requests; prepares bid specifications; maintains current values; evaluates proposals; and provides information. Operates the City's self-insurance program involving claims and coverage.
6	Advises departments by participating on committees, discusses safety concerns, reviews policies and procedures, reviews upcoming events, and collaborates on event management.
7	Facilitates selection of the City's insurance coverage by working with insurance broker, reviews bid proposals, recommends contracts to be awarded, and monitors contracts during their term.



# City of Peoria

## HUMAN RESOURCES

### PHYSICAL DEMANDS AND WORK ENVIRONMENT:

Physical strength for this position is indicated below with "X"					
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.					
Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

Work Environment for this position is indicated below with "X"						
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.						
Office	X	Outdoors	Vehicle	X	Office and Field/Plant/ Warehouse	X
Position is typically office or administrative work and is not substantially exposed to adverse environmental conditions.		Incumbents may be subjected to extreme temperatures, wetness/humidity, respiratory hazards and noise and vibration.	Incumbents may be subjected to moving mechanical parts, vibrations, fumes, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, work space restrictions, intense noises and travel.		The work will occur in an office and field environment. While performing the duties and responsibilities the employee maybe exposed to loud noise, noxious odors, unsanitary conditions, chemicals, electricity, moving mechanical parts, varying weather conditions, and other related conditions and situations. Position is subject to atmospheric conditions: Fumes, odors, dust, mists, gases or poor ventilation	

### MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, telephone, copier, scanner, fax machine, printers, recorder and camera, mobile or smart phone and related software.

### PROTECTIVE EQUIPMENT REQUIRED:

None required.