

CLASS TITLE: DAMAGE CLAIMS ADJUSTER

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for the investigation and assessment of damages to equipment, utilities, and property; and performs other related duties that may be assigned.

ESSENTIAL TASKS:

- Investigates and assesses liability issues involved in a variety of public and private claims and potential claims
- Investigates and assesses damage to City equipment, utilities, public, and private properties
- Investigates and resolves citizen complaints
- Coordinates and processes damage claims subrogation
- Confers with the City Legal Department and outside agencies in determining appropriate investigative procedures
- Maintains damage claims history report files
- Prepares detailed reports for departments and the City Legal Department regarding liability issues and damages
- Assures departments' compliance with State and Federal regulations
- Schedules and conducts training sessions, maintaining files and coordinating training with other government agencies to assure compliance with State and Federal regulations
- Conducts and coordinates section's safety program
- Attends court hearings and conferences
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with an associate's degree in business or public administration, or a closely related field, and four (4) years of progressively responsible experience in the field of claims adjustment or conducting detailed investigations of property damage or personal injuries; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of the principles and practices of claims adjustment; considerable knowledge of investigative techniques, court procedures, and basic rules of evidence; and knowledge of the Oklahoma Governmental Tort Claims Act. Ability to make decisions recognizing precedents and practices; ability to understand and follow complex oral and written instructions; ability to write reports; and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 10 pounds; may be subject to walking, standing, sitting, reaching, bending, kneeling, crawling, handling, twisting, and smelling; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License; must obtain an applicable Class "C" Oklahoma Water/Wastewater License as issued by ODEQ within six (6) months of hire; and some positions within this classification may require training and certification as a Certified Trainer for Oklahoma Department of Environmental Quality (ODEQ) licensing within eighteen (18) months of hire date.

WORKING ENVIRONMENT: Working environment is indoors in an office setting and outdoors and in inclement weather; requires some travel to various locations to conduct investigations; and some positions within this classification may be subject to 24-hour emergency call-out.

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Class Code: 2548

EEO Code: N-02

Pay Code: AT-32

Group: Clerical and Administrative

Series: General Administrative

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