

Class Code: 124
City of Anaheim
Class Specification

- I. CLASS TITLE: CLAIMS MANAGER
- II. DEPARTMENT/CONTROL CENTER: City Administration/Risk Management
- III. CLASS DEFINITION:
- To administer and supervise the processing, evaluation and resolution of liability claims brought against the City; to assist the Risk Manager in developing and implementing a comprehensive Risk Management Program; and to provide highly responsible and complex staff assistance to the Risk Manager.
- IV. SUPERVISION RECEIVED AND EXERCISED:
- Receives general direction from the Risk Manager.
- Exercises direct supervision over professional, technical and clerical staff.
- V. EXAMPLES OF IMPORTANT RESPONSIBILITIES AND DUTIES - Responsibilities and duties may include, but are not limited to, the following:
- Coordinate the organization, staffing and operational activities of the City's liability claims program including the processing and assessing of general liability claims.
- Participate in the development and implementation of goals, objectives, policies, and priorities for assigned program; identify resource needs; recommend and implement policies and procedures.
- Select, train, motivate and evaluate program personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Direct, coordinate and review the work plan for the City liability claims program; meet with staff to identify and resolve problems; assign work activities and projects; monitor work flow; review and evaluate work products, methods and procedures.
- Identify opportunities for improving service delivery methods and procedures; review with appropriate management staff; implement improvements.
- Develop and negotiate the purchase of commercial insurance policies for various divisions; monitor the effectiveness of these policies.
- Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of risk management.
- Perform related duties and responsibilities as required.
- VI. JOB RELATED QUALIFICATIONS:
- Experience: Extensive responsible general liability claims examination and adjustment experience including the supervision of professional employees.
- Knowledge of: Operational characteristics, services and activities of a liability claims adjustment and investigation program; modern and complex principles and practices of general liability claims examination and adjustment including legal requirements; investigation and settlement techniques and practices; basic medical terminology; principles and practices of risk identification, loss prevention, loss control and risk transfer; principles of municipal budget preparation and control; principles of supervision, training and performance evaluation; pertinent Federal, State and local laws, codes and regulations.

Ability to: Manage and coordinate the work of professional and technical personnel; select, supervise, train and evaluate staff; interpret and explain City general liability claims policies and procedures; negotiate effectively; prepare and analyze general liability claims expenditure trends; prepare clear and concise reports; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work including a variety of City and other government officials, community groups, and the general public.

License or Certificate: An associate in risk management designation is highly desirable.

NOTE: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Unit - 13
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