

**CLASS SPECIFICATION**  
**SAN DIEGO CITY CIVIL SERVICE COMMISSION**  
**CLAIMS REPRESENTATIVE II - 1343**

**DEFINITION:**

Under general supervision, to perform varied and difficult claims adjusting work related to the City's public liability, workers' compensation, cost recovery, or other specialized risk management programs; and to perform related work.

**\* EXAMPLES OF DUTIES:**

- Investigates varied and difficult claims for workers' compensation, or serious bodily injury and property loss or damage claims filed against the City;
- Performs cost recovery investigations regarding damage to City property or injury to City personnel;
- Reviews accident or injury reports;
- Interviews or corresponds with claimants, witnesses, physicians, and attorneys;
- Reviews police and hospital records;
- Maintains monetary reserves;
- On a scheduled or on-call basis, inspects the scenes of accidents, takes photographs, and collects and preserves evidence;
- Evaluates property damage and bodily injuries to determine extent of the City's liability;
- Estimates settlement value of claims if City liability exists;
- Negotiates with claimants to effect equitable settlements out of court;
- Recommends claim denials;
- Effects settlements within assigned monetary settlement authority;
- Prepares comprehensive investigative reports;
- Represents the City in small claims actions;
- Assists in the preparation of cases for litigation;
- Performs projects related to the maintenance of the City's insurance portfolio;
- Attends hearings of the Workers' Compensation Appeals Board;
- Attends industrial leave hearings;
- Evaluates and rates disabilities;
- Performs related risk management projects as assigned.

**MINIMUM QUALIFICATIONS:**

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Description for updated minimum qualifications: <https://www.governmentjobs.com/careers/sandiego/classspecs>.

- \* EXAMPLES OF DUTIES performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.**

Two years of full-time professional experience in the investigation, adjustment, and settlement of long-term disability (LTD), public liability, and medical (including workers' compensation) claims. Professional experience would typically include negotiation or settlements with claimants and the authority for approval of settlements and denial of claims. Possession of a valid California C Driver's License.