



## CLAIMS ADJUSTER

**Classification #: 022**  
**FLSA: Exempt**  
**EEOC: 02**

### **GENERAL STATEMENT OF DUTIES:**

Provides administration, coordination, processing, and monitoring of workers' compensation, property damage, bodily injury, and liability claims. Performs a variety of professional and technical claims management duties in support of the risk management division. Performs other related duties as assigned.

### **SUPERVISION RECEIVED:**

Works under the general supervision of the risk manager or assigned designee, who may assign and review work for conformance to established policies.

### **SUPERVISION EXERCISED:**

Supervision of other employees is not a function of positions in this classification.

### **EXAMPLES OF DUTIES:** (Duties may include, but are not limited to the following.)

1. Investigates claims by means of physical inspection, taking statements, securing necessary reports, and reviewing data; interfaces with third party administrator, defense counsel, experts, and investigators; composes and distributes appropriate forms and correspondence; prepares field notes and reports; establishes and modifies claim reserves; negotiates settlement of claims within assigned settlement authority.
2. Determines liability of county and third parties to apportion damages and adjust claims; follows claims adjusting practices, including determining extent of injuries and damages, assessing credibility of participants, and verifying time/wage loss claims.
3. Coordinates with departments to promote early return-to-work for injured workers; monitors modified duty work assignments; maintains required documents and processes reimbursement requests from Employer-at-Injury Program; consults with physicians and rehabilitation professionals to identify physical limitations/restrictions.
4. Provides day-to-day guidance to workers' compensation third party administrator; monitors compliance with state auditing requirements; identifies and pursues potential cost recovery from third parties.
5. Maintains data related to injuries, accidents and claims; analyzes and interprets data to produce performance reports and provide information to managers for use in prevention activities; prepares OSHA injury logs and annual reports.

6. Responds to requests for information about department programs and processes; prepares and distributes information to employees or the public; assists employees and claimants with claim related forms; ensures all forms are received timely and are complete and accurate.
7. Provides education sessions, may conduct new employee orientation or hold informational meetings in support of risk management programs; conducts trainings in small or large group settings in a variety of geographic locations and facilities.
8. Prepares and maintains claims documentation including letters, records, logs and files; prepares sample forms and letters; performs complex data entry and calculations; prepares spreadsheets and reports.
9. Interprets county policy for employees and departments as it relates to the administration of human resources or risk management practices and procedures.
10. Reviews proposed and existing legislation, rules and regulations in comparison with current claims policies and procedures to ensure compliance; assists in updating and drafting department policies and procedures.
11. Performs a variety of duties related to special assignments and projects.
12. Performs other related duties as assigned.

**RECRUITING REQUIREMENTS****KNOWLEDGE, SKILL AND ABILITY:**

Working knowledge of Oregon workers' compensation law/regulations, principles and practices of claims management and investigation, record-keeping requirements, bill payment, and recovery techniques. Working knowledge of recordkeeping systems and general office practices and procedures with skill in utilizing personal computing software packages including word processing and spreadsheet programs.

Ability to accurately prepare claims correspondence, and to summarize and produce reports from investigations. Ability to communicate clearly and effectively in writing and orally. Ability to communicate complex rules, procedures, laws and terminology under difficult or adverse circumstances. Ability to establish and maintain effective working relationships with employees, management and the general public. Ability to plan, organize and prioritize work assignments.

Skill in exercising independent judgment and decision making. Skill in maintaining complex and highly confidential records.

**EXPERIENCE AND TRAINING:**

1. Bachelor's degree from an accredited college in occupational safety/health, public or business administration, social science, or related field; **AND**
2. Two years experience in claims management and personal injury and property damage claims adjustment; **OR**
3. Any satisfactory equivalent combination of experience, education and/or training relevant to the position.

**NECESSARY SPECIAL REQUIREMENTS:**

1. Must possess, or obtain within 30 days of hire, a valid Oregon driver's license. Must possess, at time of hire, and maintain an acceptable driving record.
2. Must possess and maintain proof of personal automobile liability insurance at a minimum in the amount required by Oregon law [ORS Chapter 806].
3. Must possess and maintain an Oregon general lines insurance adjuster license.
4. Possession of an Oregon workers' compensation claims examiner certification is desired.

Adopted: 12/11

Revised:

MR: 8/10