



POSITION DESCRIPTION

Job Title: Senior Claims Adjuster**Job Code:** 3872**Salary Grade:** 18**FLSA Status:** Exempt**Date:** September 26, 2008**JOB SUMMARY**

The Senior Claims Adjuster is responsible for providing a broad knowledge of property, casualty, or workers compensation claims expertise by investigating, evaluating, reserving, negotiating, and settling complex claims in accordance with "Best Claims Practices" and complies with all City, State, Federal regulatory laws. This position promptly and equitably resolves claims to minimize SAWS' liability and reduce overall claims cost.

ESSENTIAL FUNCTIONS

1. Conducts field investigations and evaluates complex claims to include vehicle accidents, workers compensation injuries, casualty, and property damages.
2. Sets reserves to accurately reflect cost of claim.
3. Issues payments in a timely manner to claimants and vendors in accordance with all regulatory standards and laws.
4. Communicates effectively, both written and orally, with internal and external customers including employees, attorneys, medical professionals, governmental officials, contractors, and law enforcement personnel.
5. Attends legal proceedings and hearings, assists in answering legal documentation, and provides responses to legal interrogatories.
6. Preserves evidence by using diagrams, photographs, video, written/recorded statements, email, medical reports, preparing appraisals, and other technical means.
7. Researches historical evidence through work orders, maps, microfiche, e-mails, statements, medical diagnosis documents, and other means as necessary to include information of a confidential nature.
8. Determines the value and extent of related damages and/or personal injuries by verifying supporting documentation.
9. Settles claims by utilizing negotiating skills to protect SAWS assets.
10. Documents all claim file activities in accordance with established procedures.
11. Prepares claims reports for internal and external customers.
12. Performs other duties as assigned.

DECISION MAKING

- The Senior Claims Adjuster receives limited supervision.

MINIMUM REQUIREMENTS

- Bachelor's Degree in Business Administration or related field from an institution recognized by a national accrediting agency.
- Three years' experience in investigating, evaluating, reserving, negotiating, and settling claims. Experience should be in one or more of the following claims disciplines: workers compensation, casualty (auto & property), appraising, personal injury, and/or subrogation.
- State of Texas Multi-Line Claims Adjusters License or Texas State Insurance Adjuster's License 17-03 designation.
- Valid Class "C" Texas Driver's License consistent with SAWS Driving Policy.
- Proficient in the use of Microsoft Word software, .
- Knowledge of claims database.

PREFERRED REQUIREMENTS

- Bilingual in English/ Spanish
- Ability to read as-builts, project plans, and block maps
- Ability to use spreadsheets, presentation and work order software



POSITION DESCRIPTION

JOB DIMENSIONS

- Contact with internal and external customers, property owners, vendors, and governmental agencies.
- Communicates effectively both verbally and in writing.
- May be required to work hours other than regular schedule such as days, nights, weekends, holidays, on-call and flexible work schedule.

PHYSICAL DEMANDS AND WORKING CONDITIONS

Physical requirements include lifting up to 20 pounds occasionally. Subject to sitting for long periods of time to perform job scope. Occasionally subject to standing, walking and climbing on uneven surfaces. Requires visual acuity, speech and hearing.

Working conditions are primarily in an office environment with occasional field visits with exposure to inclement weather; odors; chemicals; dust and poor ventilation. Also operates a company/personal vehicle.

This position description is not an employment agreement or contract. Management has the exclusive right to alter this position description at any time without notice.