



Claims & Liability Administrator

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
062	Exempt	2 – Professionals	AFSMCE	8	REV 10-10	1061	1 of 2

DEFINITION: Under general supervision, administers the District’s liability, claims, and insurance functions, acts as the District’s primary investigator of major accidents and liability claims; and supervises staff of the Risk unit of the Legal department.

REPORTS TO: The District’s Assistant General Counsel, or designee.

REPRESENTATIVE FUNCTIONS may include, but are not limited to:

- Provides personal on-scene response to major accidents involving District vehicles and staff; provides direction to Transportation Supervisors; and cooperates and collaborates with other first responders, including sworn law enforcement personnel, and emergency medical technicians.
- Investigates accidents; documents and interviews involved parties and witnesses; collects evidence, and determines causation and mechanism of injury. Evaluates and recommends appropriate claims settlements.
- Participates in settlement conferences and mediations; and negotiates with claimants, attorneys, physicians, and external claims adjustors.
- Supervises staff of the Claims unit, including Sr. Claims Representatives, Claims Representatives, and clerical staff. Plans, organizes, assigns, reviews, and evaluates work activities; and provides for training and staff development.
- Identifies and investigates possible fraudulent claims; and locates involved parties using advanced skip-trace techniques.
- Conducts court records searches and post-incident scene investigations.
- Identifies, documents, and analyzes mechanical and structural defects in District equipment associated with mechanisms of causation; and collaborates with Maintenance staff to design and adopt solutions.
- Writes investigative reports and settlement authority requests for review and consideration by the General Counsel, General Manager, and/or Board of Directors.
- Conducts post-mortem vehicle inspections, and physical damage documentation
- Develops and conducts in-service investigation training, and practical exercises for Transportation Supervisors and other District staff.
- Initiates and manages the District’s subrogation efforts.
- Develops, recommends and implements unit policies, and procedures.
- Reviews and analyzes the District claims exposure, and recommends appropriate adjustments to insurance reserves.
- Compiles, reviews, analyzes, and maintains all records of claims.
- Conducts, and/or administers complex statistical studies, data analysis; and writes and presents findings and reports.



Claims & Liability Administrator

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
062	Exempt	2 – Professionals	AFSMCE	8	REV 10-10	1061	2 of 2

- Ensures District compliance with Federal, state, and local codes and regulations relating to insurance, risk management, safety, commercial insurance, CAL OSHA, FTA, and claims practices.
- Monitors and analyzes developments in the insurance market, risk management industry, and safety field; including court decisions, new laws and regulations, and new trends and innovations in investigative techniques and risk management.
- Participates in budget development and preparation for the Risk unit, and monitors expenditures.
- Retains and coordinates activities with external subject matter experts.
- Performs related duties, as required.

MINIMUM QUALIFICATIONS:

Knowledge of: Principles, practices, and procedures relating to risk management, including general liability, property damage, insurance, and subrogation; principles of supervision, training, performance evaluation, motivation, conflict resolution and discipline; basic legal and medical terminology; basic rules of evidence; theories of tort law; applicable Federal, state and local laws, rules, regulations, codes and court decisions relating to risk management, insurance, claims practices, safety, and transit; statistical and financial analysis of loss experience and protection; budget development and administration; personal computers, and standard office software programs for word processing, spreadsheets, and presentation at the intermediate level of proficiency.

Ability To: Collect, analyze, and evaluate complex physical and documentary evidence, statistical data, and other information; conduct in-depth investigations, and witness interviews; prepare accurate, complete, and concise objective investigative reports, oral presentations, and correspondence; operate electronic and photographic equipment; maintain confidentiality and attorney privilege; supervise, evaluate, train, and motivate assigned staff; organize and administer multiple assignments and projects simultaneously and meet multiple deadlines; accurately interpret and implement District and departmental policies, procedures, collective bargaining agreements, laws and rules; communicate effectively both orally and in writing; analyze complex problems, evaluate the impact and cost effectiveness of alternative solutions, and make sound and effective recommendations and decisions; and establish and maintain effective working relationships with those encountered in the course of work using principles of excellent customer service.

Education/Training: Equivalent to a Bachelor’s degree in insurance, pre-law, business administration, or other relevant field.

Desired: Verified completion of a certificate program in risk management, claims administration and/or insurance.

Experience: Equivalent to at six (6) years of recent and verifiable professional level experience in risk and claims management; preferably with a self-insured organization similar in size and complexity to AC Transit; including a minimum of three (3) years of responsibility for major liability claims investigations, settlements, and trial preparations, as well as supervision of subordinate staff.

Special Requirements: (1) Must be available on a 24 hour on-call basis in order to respond to accidents and incidents. (2) Must be able to conduct investigations in all weather conditions. (3) Must possess or obtain, and maintain a California Class C Driver License and meet the District’s safe driving standards.

Physical Requirements: (1) Must maintain the physical condition necessary to conduct field accident investigations, including the ability to: safely driving a District issued automobile; enter and exit vehicle quickly and frequently; stand, walk, and climb bus stairs frequently; grasp, lift, hold, and manipulate light items under twenty (20) pounds frequently, such as laptop computers, cell phones, clipboards and writing implements; and stoop, bend, squat, climb, kneel, and twist frequently. (2) Must maintain the physical ability necessary to perform tasks in an office setting, operating multiple computers, keyboards, and other peripheral equipment.

S:\HR\Data 12-01-01\Class-Comp\Class Specs\Claims & Liability Admin REV 10-10.doc

This Class Specification is intended to present a descriptive list of the range of essential functions performed by an incumbent in this class, but is **not** intended to reflect all duties performed within the job.

Established
7/98. Revised
10/10

Approved by Mary V. King, Interim General Manager _____ Date _____