

## Liability/Property Claims Analyst

Status: Salaried

Reports to Executive Director and Loss Control Manager

Under general direction of the Executive Director, and Loss Control Manager, will provide the following duties:

### Liability and Property Claims

- Investigates claims, photographs scenes, interviews witnesses, responsible for collection and preservation of physical evidence.
- Recommends responses to government claims, evaluates and determines liability, recommends action by member districts on claims. Confirms that timely notices have been sent.
- Establishes damages, value of claim and negotiates routine settlement of claims.
- Maintains claims in Risk Management Data system and sets adequate reserves for the claims. Confirms final accounting is accurate for all closed claims
- Reports claims to excess pools per reporting requirements and coordinates information flow to excess pools.
- Provides status reports in a roundtable setting with executive director. Prepares written claims evaluation for members and board.
- Works with and manages vendor partners to achieve economical result to liability claims and litigation.
- Assists Executive Director by obtaining necessary documentation from school district members and third parties regarding property and liability claims. Prepares necessary information as requested by the Executive Director for presentation to attorneys, and other legal vendors.
- Reviews all auto property damage claims. Investigates as necessary. Secures all documentation for proof of claim. Answers questions from claimants regarding the status of their claim.
- Identifies and recovers all subrogation monies from responsible third parties. Tracks amount of recovery and credits recoveries to the proper school district. Conducts investigations, obtains necessary statements, estimates and proof of damages to perfect the claim against responsible parties. Represents SMCSIG and the school district in small claims courts for recovery of damages.
- Administers school district liability and property deductible programs. Prepares appropriate billings and correspondence to members and answers any questions concerning deductibles for members.
- Works with accounting vendor to request claims payments in a timely manner. Provides appropriate backup for payment of claims, and claims expenses.
- Maintains all information regarding comprehensive and collision insurance program. Tracks all vehicles eligible for program. Verifies coverage with individual districts. Processes all payments for comprehensive and collision damage after accidents/incidents occur.

### Loss Control

- Supports Loss Control Manager and generates inspection reports, arranges training schedules, tracks loss control activity compliance for each member district's loss control program.
- Reviews and edits loss control training materials. Brands all training with SMCSIG logo and style. May deliver some aspects of training as needed.

- Conducts building inspections. Inspects specific safety issues that result from claims and incidents. Makes recommendations as to corrective actions.
- Works with Executive Director to respond to Public Records Act requests by third parties.

#### Customer Service

- Works with SMCSIG members to answer questions, obtain information, direct inquiries to appropriate parties, and update underwriting information as requested.
- Handles confidential information, addresses claims and litigation inquiries, in an appropriate and professional manner.

#### Minimum Qualifications:

BA degree with at least one year of experience in office/customer service environment. Can substitute an BA degree with at least 3 years in an office environment. Proficiency in Microsoft Office including Word, Excel, PowerPoint and relational databases. Ability to communicate in an oral and written manner. Experience adjusting auto, property and liability claims desirable.

Perform highly responsible risk, clerical and office management functions, compile and organize data and information, interpret technical and legal information, interpret rules, laws, and policies and apply them while exercising good judgment. Maintain a calm and tactful manner in the face of adversity. Provide high levels of customer services to members, vendors, and the general public.