

RISK MANAGEMENT CLAIMS ANALYST

JOB DESCRIPTION

Classification Responsibilities: A Risk Management Claims Analyst is responsible for the administration of a comprehensive risk management and general insurance program for the City. This classification investigates and manages all notices of liability claims filed against the City of Mesa, including public liability and personal injury claims. The employee is responsible for investigating, setting reserves, and making settlement recommendations, if appropriate, for all liability claims filed against the City of Mesa. Represents the City on committees related to insurance and risk management. Prepares a Request for Proposal and makes recommendations to the City Council regarding the insurance needs of the City including liability, property, aircraft, and airport coverage. Recognizes and identifies potential risk situations within the City and recommends action to be taken to eliminate or minimize that risk. Establishes policies and procedures for effective, efficient, and economical operations. Reviews City contract provisions related to insurance, indemnification, and waivers of liability. Provides assistance to the Deputy City Attorney in managing the property and public liability fund. Assists the attorneys in defending claims that result in litigation. Drafts a policies and procedures manual for the risk management team. Performs related duties as required.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. This class is distinguished from the Assistant City Attorney I classification in that, even though it is involved in risk management analysis and assists attorneys in defending claims that result in litigation, it does not provide legal advice. This is a non-supervisory class reporting directly to the Deputy City Attorney. This class is FLSA exempt-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Risk Management, Business Management, Public Administration, or related field. Extensive (5+ years) experience in the defense of property, personal injury, and civil rights liability claims, including good (1 - 3 years) experience adjusting liability claims and setting claims reserves.

Special Requirements. Must possess a valid Arizona Driver's License by hire date.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Experience working with subrogation claims and analyzing the risk management and general insurance needs for large entities, preferably governmental organizations, is desirable.

ESSENTIAL FUNCTIONS

Communication: Keeps supervisors and client-departments informed of the status of claims. Builds strong working relationships with other departments within the City. Provides information concerning insurance needs, regulations, processes, and practices to internal and external customers through verbal and written communication. Uses simple, non-technical language to explain technical insurance concepts and practices. Meets with and interviews claimants, City staff, and others as needed to collect information and evidence relative to the claim. Negotiates claim settlements. Prepares clear and concise oral and written reports and presentations.

Manual/Physical: Conducts extensive field investigations involving varied environmental conditions and terrain. Photographs physical conditions and collects evidence necessary to preserve claim information. Operates motor vehicle requiring a standard Arizona Driver's License to travel to investigation sites. Responds to emergency calls to investigate situation and assess risk and/or liability. Meets unit scheduling and attendance requirements. Attends weekly meetings to develop strategies for defining lawsuits and claims filed against the City.

Mental: Plans, organizes, and administers all risk management activities including the selection of insurance coverage for liability risks. Develops and implements long- and short-range goals and objectives. Plans work, thinks conceptually, and observes and evaluates trends. Develops and implements improved cost effectiveness and operating procedures. Calculates claims estimates. Reviews and evaluates overall program performance. Analyzes, develops, and implements effective, efficient, and economical risk management programs and procedures. Prepares Request for Proposal specifications and analyzes contract proposals to ensure agreement with the needs and requirements of City departments and employees. Comprehends and makes inferences from written material. Learns job-related material through on-the-job training and at seminars and conferences.

Knowledge/Skills/Abilities:

Knowledge of:

insurance terms, provisions, and coverages available;
principles of claims management;
subrogation claims;
the immunities offered to governmental entities;
computer software relative to office, insurance claim processing, and digital photography;
local, state, and federal regulations pertaining to risk management provisions;
the insurance field and general liability including review, investigation, and processing of a variety of types of claims; and
current trends and legislation in risk management.

Skill in:

negotiating settlements;
investigating accident scenes;
claims management;

driving vehicles; and
operating digital camera and other video recording equipment.

Ability to:

plan, organize, and administer risk management activities;
recognize and identify potential risk situations;
analyze insurance trends and data;
determine liability and related costs;
review and analyze insurance marketing information;
develop and implement long- and short-range goals and objectives;
communicate effectively with diverse populations;
resolve claims;
plan and organize work, work independently, and meet work deadlines;
exercise considerable discretionary judgment; and
represent the City Attorney's Office on committees relevant to risk management and liability issues.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 1/24

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EEO-Prof

JOB FCTN-ADM

INCREMENTS 55-200

PAY RANGE: 54

IND-8810

SWORN-No