

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 1376

TITLE: CLAIMS SPECIALIST III

GRADE: S-27

DEFINITION:

Under general supervision, administers the automobile, general liability, property and professional liability self-insurance in-house claims program. Serves as a claim event team lead and possesses specialized experience in complex liability claim management. Investigates and resolves all levels of claim types of high complexity at an advanced level, and performs related duties as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

Senior level professional.

ILLUSTRATIVE DUTIES:

(The illustrative duties listed in this specification are representative of the class but are not an all inclusive list. A complete list of position duties and unique physical requirements can be found in the position description.)

Monitors internal/external customer service claim questions/concerns;
Provides necessary oversight to administrative staff;
Reviews all incoming claims and makes assignments to technical staff;
Completes both telephonic and field investigations;
Obtains appraisals and other needed information from claimants, witnesses and other interested parties;
Interviews insured, claimants, witnesses and other interested parties;
Analyzes information obtained in order to evaluate claims;
Determines coverage and extent of loss or liability;
Ensures payments are issued and releases obtained;
Maintains and monitors claim systems;
Provides necessary oversight to assure satisfactory performance by all vendors;
Interacts with the County Attorney's Office and agency personnel in resolving complex claim issues.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

(The knowledge, skills and abilities listed in this specification are representative of the class but are not an all inclusive list.)

Considerable knowledge of mission, goals, and objectives of the risk management division;
Considerable knowledge of the principles, practices, and techniques relating to loss prevention and safety;
Ability to identify possible solutions for solving business problems;
Ability to write detailed, accurate reports;
Ability to make oral presentations to department management, other departments, or the public;
Ability to lead assigned employees, including delegating and reviewing work assignments, providing coaching and guidance, monitoring and evaluating performance, and supporting training and development planning.

EMPLOYMENT STANDARDS:

Any combination of education, experience, and training equivalent to the following:
Graduation from an accredited four-year college or university with a bachelor's degree in field related to risk or claims management, insurance, finance, business administration, or other related field; PLUS
Four years of complex claims professional work experience.

CERTIFICATES AND LICENSES REQUIRED:

None

NECESSARY SPECIAL REQUIREMENTS:

Positions in this class may be subject to criminal history records checks and/or credit checks as a condition of initial or continued employment.

ESTABLISHED: August 23, 2010