

## **SNOHOMISH COUNTY JOB DESCRIPTION**

### **RISK MANAGEMENT CLAIMS SPECIALIST**

Spec No. 2390

#### **BASIC FUNCTION**

Coordinates the county's property/liability self-insurance claims and recovery programs; investigates facts and researches legal/liability issues to ascertain cause, potential liability and economic exposure for tort claims and lawsuits filed against the County. A significant portion of this job will be to responding to public records requests.

#### **STATEMENT OF ESSENTIAL JOB DUTIES**

1. Coordinates the county's self-insured property/liability claims and recovery programs; conducts interviews with County Departments and Divisions whose conduct is alleged to have caused the loss.
2. Responsible for the coordination of public records responses and acts as the liaison between the Public Records Officer and the Operations, Budget and Risk Management Divisions of the Department of Finance. Monitors division's responses to public records requests; processes and tracks requests received; coordinates search and internal review of relevant records; prepares required redaction logs and letters.
3. Coordinates with claimants and/or their attorneys as appropriate for settlement of claims and document the factual and legal background of the claims for future litigation and resolution purposes within the settlement authority given by the Risk Manager as provided in Snohomish County Code 2.90.060. Presents with the Risk Manager to the Executive to obtain authority for settlements above Risk Manager's authority.
4. Analyzes claims with regard to legal duty, negligence, proximate cause and comparative negligence in compliance with statutes, ordinances, County Code and tort law. Interviews witnesses and takes written or recorded statements when necessary.
5. Coordinates insurance company audits and surveys of county claims records. Gathers and provides data to risk management staff, as requested.
6. Maintains detailed records of investigations, analysis, negotiation and disposition of claims.
7. Conducts inspection of incident scene and/or vehicle equipment and arranges for the preservation of physical evidence, which includes but not limited to: field investigations, interviews, photographing evidence, taking measurements, and researching police records, accident reports, and accident history information.
8. Participates in arbitrations, mediations, settlement conferences and hearings in small claims court when necessary. Provides divisional records and data collection support for litigation as directed; assists the Prosecutor's office by coordinating collection of information, data and records.

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#### **STATEMENT OF ESSENTIAL JOB DUTIES** (Continued)

9. Assists in formulation of strategies with Deputy Prosecuting Attorneys to determine claim disposition and costs of defense.
10. Recommends and maintains claims reserve amounts to assist in determining how a claim will be handled.
11. Maintains confidential risk management records, reports and confidential medical information.
12. Maintains and updates the Risk Management Information System (RMIS).
13. Assists the Safety Officer in accident investigations and coordinates with other County entities regarding claims involving their departments and advises as to loss prevention measures.
14. Coordinates, implements and maintains an active recovery program from those individuals or entities that damage County property.

#### **STATEMENT OF OTHER JOB DUTIES**

15. Performs related duties as required.

#### **MINIMUM QUALIFICATIONS**

Bachelor's degree with emphasis in Insurance or Risk Management AND three (3) years experience working in insurance administration property/liability claims management and/or Industrial Insurance; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities.

#### **PREFERRED QUALIFICATIONS**

Professional designation in property/liability Claims Management.

#### **SPECIAL REQUIREMENTS**

A valid Washington state driver's license is required.

#### **KNOWLEDGE AND ABILITIES**

Knowledge of:

- principles and practices of public sector risk management including insurance, property/liability claims management, and loss control procedures

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#### KNOWLEDGE AND ABILITIES (Continued)

- accident/incident investigation
- government tort law
- legal procedures to achieve recovery of property damages
- claim management practices, RMIS and report generation
- problem solving skills and techniques
- organizational dynamics and structure
- current office practices, procedures, equipment and software applications
- risk management and claims handling principles, including the Unfair Claims Practices Act
- Public Records Act (RCW 42.56)
- federal, state and local laws, rules and regulations related to public records requests

#### Ability to:

- analyze claims with regard to legal duty, negligence, proximate cause and comparative negligence
- work with claimants and/or their attorneys for the resolution and settlement of claims
- interpret safety and claims data for loss control purposes
- apply problem solving skills and techniques
- maintain confidential medical records
- adjust property/liability claims
- maintain confidential risk management records and reports
- establish and maintain effective work relationships with staff, superiors, peers and the general public
- effectively function as a member of a team
- communicate effectively, both orally and in writing
- prepare clear and concise written reports
- plan and organize the work and work independently
- work under pressure and meet deadlines
- relate to, communicate effectively with, and gain the cooperation of a diverse population and a variety of cultural, economic, and ethnic backgrounds

#### SUPERVISION

The employee receives general direction from the County Risk Manager. Work is evaluated through regular meetings; status reports and other measurable results. The employee is held accountable for the attainment of measurable program goals and objectives.

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#### WORKING CONDITIONS

The majority of the work is performed in the usual office environment with regular field trips to work sites throughout Snohomish County, as necessary. Some out of county travel may be required.

Snohomish County is an Equal Employment Opportunity (EEO) employer.  
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: May 2017  
EEO Category: 2 – Professionals  
Pay Grade: 241 – Classified Pay Plan  
Workers Comp: 5306 Non-Hazardous