

INVESTIGATOR / ADJUSTER

OFFICE OF THE CITY ATTORNEY

THE ELIGIBLE LIST RESULTING FROM THIS EXAMINATION MAY BE USED TO FILL SIMILAR CITY OF MILWAUKEE POSITIONS.

PURPOSE: To investigate and bring to conclusion all claims filed against the City for bodily injury and/or property damage arising from a general liability or vehicular type of accident.

Essential Functions include:

- Draft correspondence including denial letters to claimants and their attorneys as well as draft recommendation letters to the Common Council.
- Contact claimants or their attorneys, witnesses and City personnel as investigation requires.
- Review medical reports, established value of injury claims, and negotiate settlements.
- Analyze claims data and investigative reports from City agencies.
- Inspect property damage and accident sites, take photos and canvass for witnesses.
- Answer claim status requests and other general inquiries.
- Perform other related duties as required.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

Minimum Requirements:

1. A bachelor's degree in business, accounting, criminal justice, engineering, a law-related field or other field related to the knowledge, skills and abilities needed for this position.
2. Three years of multiple line insurance adjusting experience.
Equivalent combinations of education and experience may also be considered.
3. Residence in the City of Milwaukee within six months of appointment and throughout employment.
4. Valid driver's license at time of appointment and throughout employment.

Knowledge, Skills, Abilities and Other Characteristics:

- Knowledge of principles of insurance adjusting
- Knowledge of applicable laws, statutes, regulations, ordinances and case law
- Skill in observing detail
- Skill in establishing effective working relationships with others
- Ability to listen to and understand information presented by others
- Ability to communicate information and ideas so others will understand
- Ability to persuade others and negotiate agreements within parameters given
- Ability to communicate information and ideas in writing so others will understand
- Ability to analyze data or information and recognize problems
- Ability to gather data and then determine and implement the appropriate course of action
- Ability to solve problems
- Ability to work independently
- Ability to organize, plan and prioritize work
- Ability to use computers and computer software
- Ability to read and understand job related written materials
- Possesses high degree of integrity

The Current Salary Range (2EN) is: \$51,455 to \$61,871, with excellent benefits.

The Selection Process will be job related and will consist of one or more of the following: training & experience evaluation, written, oral, or performance examinations, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral or performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

The examination will be held as soon as practical after **April 5, 2012**. Receipt of applications may be discontinued at any time after this date without prior notice; however, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified by mail of the date, time and place of the examination.

Applications and further information may be obtained from www.milwaukee.gov/jobs or in person or via mail from the City of Milwaukee, Department of Employee Relations, Room 706 City Hall, 200 East Wells Street, Milwaukee WI, 53202-3554, or by calling 414-286-3751.

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