

CLAIMS ADJUSTOR SPECIALIST

THE PURPOSE of this position is to adjust advanced worker's compensation claims including complex claims, difficult and complicated issues that cannot be resolved at other adjusting levels, handle litigation and independently negotiate settlements and presentations at pre-hearings and hearings.

ESSENTIAL FUNCTIONS:

- Independently adjust, negotiate, and settle litigated, high volume, highly complex worker's compensation claims.
- Independently attend worker's compensation pre-hearings and make decisions to settle claims there if appropriate.
- Adjust worker's compensation claims with complex and complicated issues.
- Provide technical support to the Adjusting Staff on complex claim issues.
- Act as contributing member of the section's management team by keeping the Manager and other management fully informed of staff issues that may affect the efficiency and performance of the worker's compensation process.
- Act as backup to the Section Manager on litigated claims and technical support to the Adjusting Staff.
- Perform other duties as assigned by the Manager.

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, Insurance or a closely related field from an accredited college or university.
2. At least three years of advanced worker's compensation claims adjusting at the senior level, including presentations at hearings/pre-hearings.
 - **Note:** *Equivalent combinations of education and professional work experience may be considered.*
2. Valid Wisconsin driver's license at time of appointment and throughout employment.
3. Residence in the City of Milwaukee within six months of appointment and throughout employment.

DESIRABLE QUALIFICATIONS:

- Possession of license to present cases at hearings before Department of Workforce Development is highly desirable.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES:

- Knowledge of and ability to apply WI Worker's Compensation Law, Chapter 102.
- High level of oral communications skill including ability to persuade others.
- Ability to work independently.
- Ability to make well-reasoned and thought out decisions.
- Strong critical thinking ability
- Ability to multi-task.

THE CURRENT SALARY (PR 05) is \$ 47,109 to \$ 65,956 annually with excellent benefits.

- *Appointment is normally at the beginning of the salary range.*

THE SELECTION PROCESS will be job related and will consist of one or more of the following: training and experience evaluation; written, oral or performance tests; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to the examination. 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 September 17, 2010. Receipt of applications may be discontinued at any time after this date without prior notice. However, if a sufficient number of candidates are not available, recruitment will be continued until the needs of the City are met. Qualified applicants will be notified of the date, time and place of the examination. Persons not accepted to an examination or removed from the eligible list may file a written appeal (including the basis upon which the appeal is made), which must be received by the City Service Commission no later than ten calendar days after the rejection notice was mailed.

Applications and further information may be obtained in person or by mail from the City of Milwaukee Department of Employee Relations, Room 706 City Hall, 200 E. Wells Street, Milwaukee, WI 53202, online at www.milwaukee.gov/der, or by calling (414)286-3751.