

# INVESTIGATOR/ADJUSTER

Recruitment #1801-0459DC-001

<b>List Type</b>	Original
<b>Requesting Department</b>	CITY ATTORNEY
<b>Open Date</b>	4/4/2018 2:00:00 PM
<b>Filing Deadline</b>	4/23/2018 11:59:00 PM
<b>HR Analyst</b>	Marti Cargile

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## INTRODUCTION

What Milwaukee can offer YOU

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big-city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee brings together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities and great restaurants.

## PURPOSE

The Investigator/Adjuster investigates and brings to a conclusion all claims filed against the City for bodily injury and/or property damage arising from a general liability or vehicular accident.

## ESSENTIAL FUNCTIONS

- Process a high volume of claims filed against the City, from initial contact of claimant to settlement or denial.
- Draft correspondence and write denial letters to claimants and their attorneys and draft recommendation letters to the Common Council.
- Serve as the first point of contact by responding to questions and complaints from claimants.
- Contact claimants or their attorneys, witnesses, and city personnel as the investigation requires.

- Review medical reports, establish value of injury claims and negotiate settlements.
- Analyze claims data and investigative reports from City departments.
- Inspect property damage and accident sites, take photos and canvass for witnesses.
- Answer claim status requests and other general inquiries.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.*

## MINIMUM REQUIREMENTS

1. Bachelor's Degree in business, accounting, criminal justice, risk-management, a law-related field or other closely related field from an accredited college or university PLUS one year of full-time, multiple line insurance adjusting experience in a professional setting.

**OR**

Associate's Degree in business, accounting, criminal justice, risk-management, a law-related field or other closely related field PLUS three years of full-time, multiple line insurance adjusting experience in a professional setting.

**OR**

Five years of full-time, multiple line insurance adjusting experience in a professional setting.

*Equivalent combinations of education and experience may be considered.*

**IMPORTANT NOTE REGARDING TRANSCRIPTS:** To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Your transcript must be legible and include the following information: the university or college name, your name, the degree completed (if applicable) and the date the degree was completed. Student copies are acceptable.

## KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of insurance adjustment practices and principles.
- Knowledge of applicable laws, statutes, regulations, ordinances and case law.
- Written communication skills to develop business correspondence, document investigations and create reports.
- Interpersonal skills to maintain effective, positive relationships with claimants, colleagues and other city officials.

- Verbal communication skills to effectively respond to questions and concerns received from the public.
- Ability to work cooperatively and effectively with coworkers and citizens whose backgrounds may differ from one's own.
- Ability to confidently, and with self-assurance, make independent decisions and judgments.
- Ability to actively listen to and understand information presented by others.
- Ability to perform well under pressure and handle difficult interactions with claimants.
- Ability to persuade others and negotiate agreements within given parameters.
- Ability to gather data from multiple sources and implement the appropriate course of action.
- Ability to complete a high volume of claims within strict deadlines.
- Ability to utilize computer software, including databases and Microsoft Office products such as Word, Excel and Outlook.
- Ability to plan and organize work, adjust to changing priorities, and achieve objectives within deadlines.
- Possess a high degree of integrity.

#### CURRENT SALARY

THE CURRENT SALARY RANGE (Pay Range 2EN) for City of Milwaukee residents is **\$52,750 - \$63,426** annually, and the non-resident salary range is \$51,455 - \$61,870.

*Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.*

#### SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education 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 oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE - The examination will be held as soon as practical after **Monday, April 23, 2018**. 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 of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

#### ADDITIONAL INFORMATION

APPLICATIONS and further information may be accessed by visiting [www.jobaps.com/MIL](http://www.jobaps.com/MIL).

- Applications and transcripts should be submitted no later than the deadline listed above.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov).
- The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

## BENEFITS

The City of Milwaukee provides a comprehensive benefit program which includes:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <http://city.milwaukee.gov/Benefits2018>.

## CONCLUSION

EEO = 204

“The City of Milwaukee values and encourages diversity and is an equal opportunity employer.”

**Click on a link below to apply for this position:**

**Fill out the Supplemental Questionnaire and  
Application NOW using the Internet.**

