



**TRANSFER/PROMOTIONAL OPPORTUNITY FOR  
WATER CLAIMS SPECIALIST  
Milwaukee Water Works**

**CURRENT SALARY RANGE (005):** \$1,705.72 to \$2,388.14 BI-WEEKLY (\$44,349 - \$62,092 ANNUALLY)

**BASIC FUNCTION OF POSITION:** To manage claims levied by and against the MWW by conducting thorough investigations, gathering all relevant documentation, and coordinating the department's response; represent MWW at the Judicial and Legislative Committee of the Common Council and act as a MWW liaison with other City Departments, contractors, Utilities and customers.

**ESSENTIAL FUNCTIONS:**

- Conduct investigation of claims levied against MWW. Maintain detailed records and information. Respond to deadlines in a timely manner and follow up on claims until resolved. Assist claimants with mitigating damages and possible resolutions, and negotiate settlements for approval when appropriate.
- Conduct investigations of damages to the MWW. Document evidence with digital camera/video, measurements, drawings, and detailed descriptions; collect necessary documentation; evaluate and prepare reports and correspondence; and follow up to resolve the matter in the best interests of the City.
- Assist City Attorney's Office in cases involving litigation including gathering evidence, attending depositions, trials and committee meetings, providing testimony, and coordinating the participation of Water Works employees and other City departments as needed.
- Represent the MWW at the Common Council Judicial and Legislative Committee regarding claims.
- Coordinate with Accounting Services for appropriate billing and follow up to ensure payment is received. Pursue timely collection of damages to MWW including negotiating settlements as approved to do so.
- Assist customers seeking financing for owner's leaks by advising them of possible alternatives. Facilitate repairs by acting as the MWW liaison with the property owner and plumbing contractors and processing of bills for payment. Coordinate required action regarding inhabited properties without water service.
- Develop and maintain and access existing databases for documentation and analysis of claim activity; develop and assist with activities to limit MWW claim activity; provide training to MWW management and employees to help reduce future losses.
- Perform other related duties as assigned.

*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. Current status as a regularly appointed employee of the City of Milwaukee.
2. **Five** years of technical or professional level experience in claims, investigations, inspection and/or construction requiring analysis and independent judgment and decision making.

**OR**

A Bachelor's degree in business administration or related field **and** three years of technical or professional level experience in claims, investigations, inspection and/or construction requiring analysis and independent judgment and decision making.

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

3. Computer experience and proficiency in word processing and spreadsheet applications.
4. Valid Driver's License at time of appointment and throughout employment.

**KNOWLEDGE, SKILLS and ABILITIES required in this position:**

- Ability to conduct field investigations, operate digital camera and video equipment, make accurate measurements and drawings and provide detailed descriptions.
- Written communication skills to produce detailed reports and business correspondence.
- Ability to prioritize multiple assignments and meet deadlines.
- Ability to respond to emergency requests and investigations in a construction setting.
- Oral communication and interpersonal skills to interact effectively with the public, other City employees and elected officials, and individuals in private industry.
- Must be able to professionally represent the MWW with a high degree of tact and diplomacy in all settings.

*Water Claims Specialist*

**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 and Milwaukee Water Works reserve the right to call only the most qualified candidates to the selection process** which may include written exercises. The selected candidate will be transferred or promoted to the position.

**APPLICATION FORMS** are available on the DER web site [www.milwaukee.gov/der](http://www.milwaukee.gov/der) or by visiting or calling the City of Milwaukee Department of Employee Relations, Room 706 City Hall, 200 E. Wells St., Milwaukee WI 53202-3554, 286-3751.

**SUBMIT COMPLETED APPLICATION FORM to:** City of Milwaukee Department of Employee Relations at the above address **by August 26, 2005**. **Receipt of applications may be discontinued any time after that date without prior notice.** However, recruitment may continue until the needs of the City have been met.

#05-092TR—TK

8/3/05

*The City of Milwaukee is an Equal Opportunity Employer and values and encourages diversity.*