

## CLAIM EXAMINING OCCUPATIONAL GROUP [130]

CLAIM SPECIALISTGeneral Statement of Duties and Responsibilities

This class of positions encompasses work of varying degrees of difficulty and responsibility in the investigation, negotiation and adjustment of claims involving the City or one of its public authorities conducting oral examinations for statutory hearings and utilizing manual, automated and computerized office systems as an integral part of these duties. There are three Assignment Levels within this class of positions. All personnel perform related work. In the temporary absence of supervisor, may assume the duties of that position. The following are typical assignments within this class of positions.

Assignment Level I

Under supervision, with some latitude for independent initiative and judgment, performs professional work of ordinary difficulty in the field of claims investigation and adjustment.

Investigates and assists in the preparation for trial of less serious claims for and against the City. Secures evidence by interviewing interested parties, witnesses, doctors and other persons involved. Corresponds with claimants and/or attorneys as needed. Conducts pre-claim and claim investigations to analyze, investigate and obtain required proof regarding allegations made in causes of action such as death, personal injury, property damage, malpractice, defamation, assault, non-tort and contract. Inspects scene of incident, draws diagrams, prepares reports describing condition found, may take photographs of scene. Recognizes, identifies and reports on potential claim fraud and hazardous conditions which may result in claims. When appropriate, prepares liens or recommends suit against third parties.

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CLAIM SPECIALIST (continued)Assignment Level I (continued)

Arranges for court appearances, through subpoena or otherwise, of witnesses required for proper presentation of a case. Confers with the attorney assigned to a case regarding the facts developed during investigation and otherwise assists the attorney before and during trial. Prepares the court calendars and attends court calendar calls.

Interprets rules and regulations as applied to minor claims; may make recommendations as to approval or disallowance of such claims. Investigates Labor Law violations. Works on claims related to condemnation, certiorari and real estate tax and water and sewer charges. Assists on risk management projects. Maintains a coherent and consistent claim file which includes a record of the content of all contacts with persons made during the course of an investigation. Prepares written reports. May settle claims within authorized limit.

Assignment Level II

Under general supervision, with latitude for independent initiative and judgment in addition to performing all the duties of Assignment Level I at a more than ordinary difficult level, performs the following professional work in the field of claims investigation and adjustment. May assist in the supervision of a subordinate staff.

Conducts investigations involving complex points of fact in such matters as cancellation of real estate taxes, reduction of tax assessments, contractual claims arising from non-performance or additional costs incurred, refund or return of property and salary, good samaritan, equitable claims, and tort claims. Locates and consults with expert witnesses and ascertains their availability for trial. Appears in court to answer motions and file pertinent papers. Conducts special investigations during course of trial as requested by counsel. Negotiates, settles, and adjusts claims within prescribed limits. Testifies in court.

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CLAIM SPECIALIST (continued)Assignment Level III

Under direction, with wide latitude for independent initiative and judgment, in addition to performing all of the duties of Assignment Level II at a more difficult level performs the following duties which include the supervision of activities of a functionally defined unit performing professional claims adjustment work or is responsible for performing highly difficult and complex claims adjustment or related work.

Assigns, reviews and coordinates the work of a claims adjusting unit. Handles the more complex claims and tax matters and conducts hearings and research pertaining thereto. May fix amounts of bonds to be posted by contractors and others. Detects deficiencies in investigative techniques; devises, recommends and effects utilization of more efficient methods of investigation. Is responsible for the completion of investigations or attempts at adjustment within time limitations imposed by court calendars or other circumstances.

Passes upon recommendations to settle claims and recommends maximum settlement figures. As necessary, discusses specific claims with superiors, indicating applicable laws and precedents, allegations warranting further investigation, etc. Is responsible for proper training of subordinate staff. Establishes and maintains liaison with governmental and private organizations for the purpose of obtaining and exchanging information. Participates in or closely directs investigations of more serious and complex or unusual claims. Serves as principal assistant to the head of a large or highly specialized unit of claims examining personnel engaged in the investigation, examination or negotiation of claims against the City or public authority.

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CLAIM SPECIALIST (continued)Qualification Requirements

1. A baccalaureate degree from an accredited college; or
2. An associate degree or 60 semester credits from an accredited college and two years of full-time satisfactory experience investigating and/or settling claims for personal injury or property damage or loss; or
3. A four-year high school diploma or its educational equivalent and four years of full-time satisfactory experience investigating and/or settling claims for personal injury or property damage or loss; or
4. A satisfactory combination of education and/or experience equivalent to "1", "2" or "3" above. College education may be substituted for experience as described in "2" or "3" above on the basis that 30 semester credits from an accredited college may be substituted for each year of required experience. However, all candidates must have a four-year high school diploma or its educational equivalent.

C - XI

CODE NO. 30726

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CLAIM SPECIALIST (continued)

Direct Lines of Promotion

From: \* None

To: Administrative Claim  
Examiner (M 10044)

\* Maturation from:  
Claim Examiner Trainee  
(Transit Authority) (30704)

Pursuant to Rule 5.8.1 of the Personnel Rules and Regulations of the City of New York, this is a trainee class of positions with a one year maximum term. Upon satisfactory completion of one year of service and training, employees in this class of positions will mature without further examination to the title of Claim Specialist (30726), subject to a one year probationary term in the title of Claim Specialist.