

CLAIMS REPRESENTATIVE

DEFINITION

Arranges for and collects payments from individuals or their insurance companies for damages to or losses of District property or for damages caused by individuals for which the District has paid.

TYPICAL DUTIES

- Collects debts due the District for damage to or loss of District vehicles or property because of accident or vandalism.
- Arranges for payments to be made by devising payment plans and establishing receivable accounts with District Accounting.
- Determines when cases should be taken to Small Claims Court; prepares papers for Small Claims Court and Marshall Service.
- Confers with and/or obtains reports regarding incidents from principals, drivers, school police, and other employees and from outside police departments, Department of Motor Vehicles, County Probation Department, and witnesses.
- Contacts parents, guardians, insurance companies, attorneys, and respondents in arranging for restitution.
- Compiles documentation and gathers and summarizes data for the District Legal Adviser or for Insurance Section administrators in preparation for court action.
- Prepares Board of Education reports, correspondence, and other reports pertaining to status of property loss and damage cases.
- Establishes and maintains case ledgers and files.
- May represent the District in Small Claims Court.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The Claims Representative arranges for the collection of money in payment for damage or loss caused to District property or vehicles.

A Claims Processing Supervisor supervises and participates in the claims processing activities of the Insurance Section.

A Senior Insurance Technician responds to and resolves the more difficult and complex inquiries by applying detailed knowledge of rules and regulations in interpreting District health and welfare benefits, contracts, reasonable accommodations, and liability claims. Positions in this classification may have assigned specialty areas.

SUPERVISION

General supervision is received from an Assistant Contracts Supervisor. Work direction may be exercised over lower-level clerical personnel as assigned.

CLASS QUALIFICATIONS

Knowledge of:

- Principles and practices of insurance claims adjustment
- Legal requirements for filing Small Claims Court actions
- California laws and regulations regarding comparative negligence
- County probation regulations regarding restitution
- Insurance and legal terminology

Ability to:

- Represent the District in claims negotiation and collection
- Work effectively with insurance adjusters, attorneys, District personnel, and the public
- Write clear, concise reports
- Organize and maintain accurate and detailed records
- Operate office machines, including a typewriter, computer, and calculator

ENTRANCE QUALIFICATIONS

Education:

Two years of college, preferably supplemented by courses in business, school, or public administration, law, or finance. Qualifying experience beyond that required may be substituted for the required education on a year-for-year basis, provided that graduation from high school or evidence of equivalent educational proficiency is met.

Experience:

One year of experience in adjustment and collection of property damage claims

or

Two years of experience in processing liability claims.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and/or abilities. Management retains the discretion to add or change typical duties of a position at any time.

Revised
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