

Class Concept

Work in this class involves the supervision of a staff of Tort Claims Adjusters, located in the Attorney General's Office, which is responsible for processing all tort claims against state and local government units.

A wide variety of claims are investigated which include, but are not limited to, bodily injury and property damage claims involving school bus accidents, claims for wrongful death, negligent highway design, medical malpractice, psychiatric malpractice and some of the more difficult workers' compensation claims against the State (at the request of an agency). Employee is also responsible for the supervision and approval of claims handled by the Travelers Insurance Company which processes all claims involving State-owned vehicles (except school buses) and prepares a monthly summary report of these claims for the Industrial Commission. Employee provides assistance to staff attorneys when claims are carried into litigation, either court trial or Industrial Commission hearing. Employee is responsible for assigning work to staff, conducting or approving staff training, supervising the staff through consultation and work review, and ensuring the proper application of established standards. Work is performed under the general supervision of the Special Deputy Attorney General.

Recruitment Standards

Knowledge, Skills, and Abilities

- Considerable knowledge of state tort, workers' compensation, and motor vehicle laws as well as policies and procedures.
- Considerable knowledge of legal processes, medical terminology, medical treatment costs, insurance policies and coverages, automobile repair costs and service and value of real estate.
- Skill in communicating with officials, attorneys, and the general public to work out settlements promptly, efficiently and economically to the satisfaction of the claimant and the state.
- Ability to establish and maintain effective working relationships with public school officials, attorneys, claimants, witnesses, superiors, peers, subordinates and the general public.
- Ability to express oneself clearly and concisely in both oral and written form.
- Ability to prepare and present comprehensive and factual reports for investigations of accidents.
- Ability to supervise employees and perform other management functions.

Minimum Education and Experience

Bachelor's degree from an appropriately accredited institution with courses in law and/or insurance as well as management and five years of adjusting experience in multiple line casualty insurance; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.