



Terrebonne Parish Consolidated Government

JOB DESCRIPTION

POSITION TITLE.....:	Claims Adjuster
DEPARTMENT.....:	Human Resources/Risk Management
DIVISION.....:	Risk Management
CLASSIFICATION/GRADE.....:	207
REVISED.....:	01/2014
REPORTS TO.....:	Human Resources/Risk Management Director
REVIEWED.....:	01/2014
WAGES.....:	Salary

SUMMARY:

This position investigates claims and coordinates investigations with all Parish departments. Obtains information for litigation of claims arising from T.P.C.G. services on all lines of insurance coverage including but not limited to auto liability, general liability, workers compensation and subrogated claims to include all activities as required to manage claims to their conclusion. This includes maintaining documented files on property damage, personal injury and legal expenses for all claims. These activities are to be coordinated through the Human Resources/Risk Management Director.

BASIC FUNCTIONS:

1. Investigates claims, determines liability, keeps accurate records, works with legal counsel to recommend appropriate measures, selects subrogation cases and assist in collection of subrogated funds.
2. Meets with staff, witnesses, claimants, law enforcement officers, medical personnel and other parties to compile information on specific claims and Parish operations in question.
3. Assist in gathering evidence, arrange for witnesses to appear in legal proceedings.
4. Reviews Parish facilities to identify potential liability exposures.
5. Determines extent of cost of claim and sets reserves accordingly.
6. Handles settlement of claims with claimants, plaintiff attorney, plaintiff and Government legal counsel.
7. Knowledge of claim litigation, investigative techniques in Government organization.
8. Some knowledge of safety and loss control functions
9. Ability to analyze facts, communicate clearly and concisely, orally and in writing.
10. Ability to perform unsupervised fieldwork under varies circumstances.
11. Must maintain discretion due to sensitive nature of certain investigations and repeated exposure to potential claimant's ability to discuss personal injury cases with various medical professionals and attorneys.
12. Performs other duties as required.

OTHER REQUIREMENTS:

1. Be certified in First Aid, CPR and Defensive Driving or the ability to obtain certificates.
2. Be courteous and have good customer service type skills.
3. Bilingual a plus.

EDUCATION/EXPERIENCE:

1. Graduated from an Accredited College or University with course work in business administration, public administrations, law, and/or equivalent combination of experience.
2. Must have a Louisiana Adjusters License or the ability to obtain one within 6 months of accepting the position.
3. Experience in claims investigation.
4. Computer knowledge preferred.
5. Requires a valid Louisiana Driver's License with a good driving record.