

Risk Management Claims Adjuster Tucson, AZ



■ THE COMMUNITY

The Sonoran Desert surrounds Tucson with majestic mountain ranges and lush desert valleys. Nearly one million Tucsonans enjoy as many as 350 days of sunshine each year and average temperatures of 83 degrees. No matter what you love to do outdoors, with twenty-seven thousand acres of park land, there are many beautiful places to hike, climb, bike, ride and camp. The southern Arizona region is ranked as one of the five best areas in the United States for bird watching. Golfing is available year-round with over forty public and private golf courses. The mild winters are enjoyable, but if you are missing a little of that northern winter chill you can experience the snow covered slopes on Mt. Lemmon only an hour away.

Nicknamed the Old Pueblo, Tucson is Arizona's second largest and oldest city blending Indian, Spanish, Mexican and Anglo heritages. It retains the charm of its frontier roots and is highlighted by beautifully colored sunsets that profile the rich cultural community heritage and progressive growing future. The museums, galleries, theaters, dance companies, musical and community events, and festivals are plentiful within this natural desert environment. Tourism contributes almost \$2.5 billion annually to the local economy and will continue to be a major contributor to the region's economic base.

What Makes a Place Great?

Learn more about our beautiful community by watching the Tucson Regional Economic Opportunities video:

www.youtube.com/watch?v=zRkVIPdatPI

■ THE CITY AND BUDGET

The City's budget is developed annually under the direction of the City Manager, using Mayor and Council budget policies. The Fiscal Year 2015 combined total budget for all funds is \$1.265 billion.

The Risk Management Office administers the City's Self Insurance Fund. This fund is reported as an internal service fund, and the Fiscal Year 2015 adopted budget is \$18.3 million. This fund is used to finance the risk management program which covers worker's compensation, unemployment, public liability, employee safety, hazardous waste management and specified environmental remediation. Charges to other City departments are dependent upon both the department's claim history and the administrative costs related to the risk management program. Like most municipal governments, Tucson has been faced with difficult and challenging budget decisions since the economic downturn. Through innovation, the City has been able to make many investments in its future; however, future challenges still remain.



Mission: *The goal of this division is to ensure continuity of service and to avoid or minimize the cost of risk by identifying and applying effective risk control measures to protect property, safeguard human lives and provide risk funding methods to meet loss occurrences.*

■ CLAIMS ADJUSTER

The City of Tucson is seeking a highly competent Claims Adjuster for the Risk Management Office. As a direct report to the Risk Manager, this key position is responsible for processing all levels of liability, property and automobile claims for our self-insured public entity organization.

The ideal candidate will be analytical, detail-oriented and experienced in claims investigation, with an inherent ability to negotiate and settle claims, providing exceptional customer service results.

The position:

- Conducts and manages investigations of accidents, incidents, or other occurrences involving city property, vehicles or personnel resulting in third-party personal injury or property damage. Interviews principals and witnesses to obtain facts of the incident; assembles necessary evidence, reports, site investigations, photographs and all drawings prior to making a decision on the claim.
- Negotiates and prepares claims settlements and determines City liability based on evaluation of injuries, medical reports, bills, estimates and related facts. Denies claims when investigation reveals they are unsubstantiated.
- Processes liability and subrogation claims utilizing electronic claim administration system. Documents the electronic file with claim activity and processes payments to vendors and claimants.
- Assists in litigation management by preparing files with required forms, exhibits and reports. Participates in negotiation settlements up to authority limit with claimant and attorney.
- Ensures that unit work conforms to local, state and federal governmental regulation and other applicable rules and requirements.
- Assists the Risk Manager with annual insurance renewal process by providing loss runs and claim information.
- Responds to emergency call-out situations and provides service during nights or weekends as required.
- Coordinates work with staff, ensuring timely and quality activities to respond to the needs of the City, community, department and unit.

Candidates will have a proven track record of delivering results, building accountability and creating a positive working environment characterized by teamwork and innovation. The ideal candidate will:

- Be a confident leader with excellent interpersonal skills who has a track record of establishing cooperation among staff based on an environment of trust and integrity.
- Possess a flexible attitude focused on high levels of customer service.

- Be highly skilled using with Excel reporting.
- Be able to organize and effectively express ideas through oral and written communications to a wide variety of audiences.

■ QUALIFICATIONS

The successful candidate will have extensive knowledge of claims adjusting practices involving public entities and possess a blend of analytical and interpersonal skills to ensure consistent high quality work and exceptional customer experience.

Required:

- Bachelor degree in Risk Management, Business, Accounting, Public Administration or a directly related field.
- Five years full-time experience in multi-lines claims investigating and adjusting.
- Valid Arizona Driver's license.

Highly Desirable:

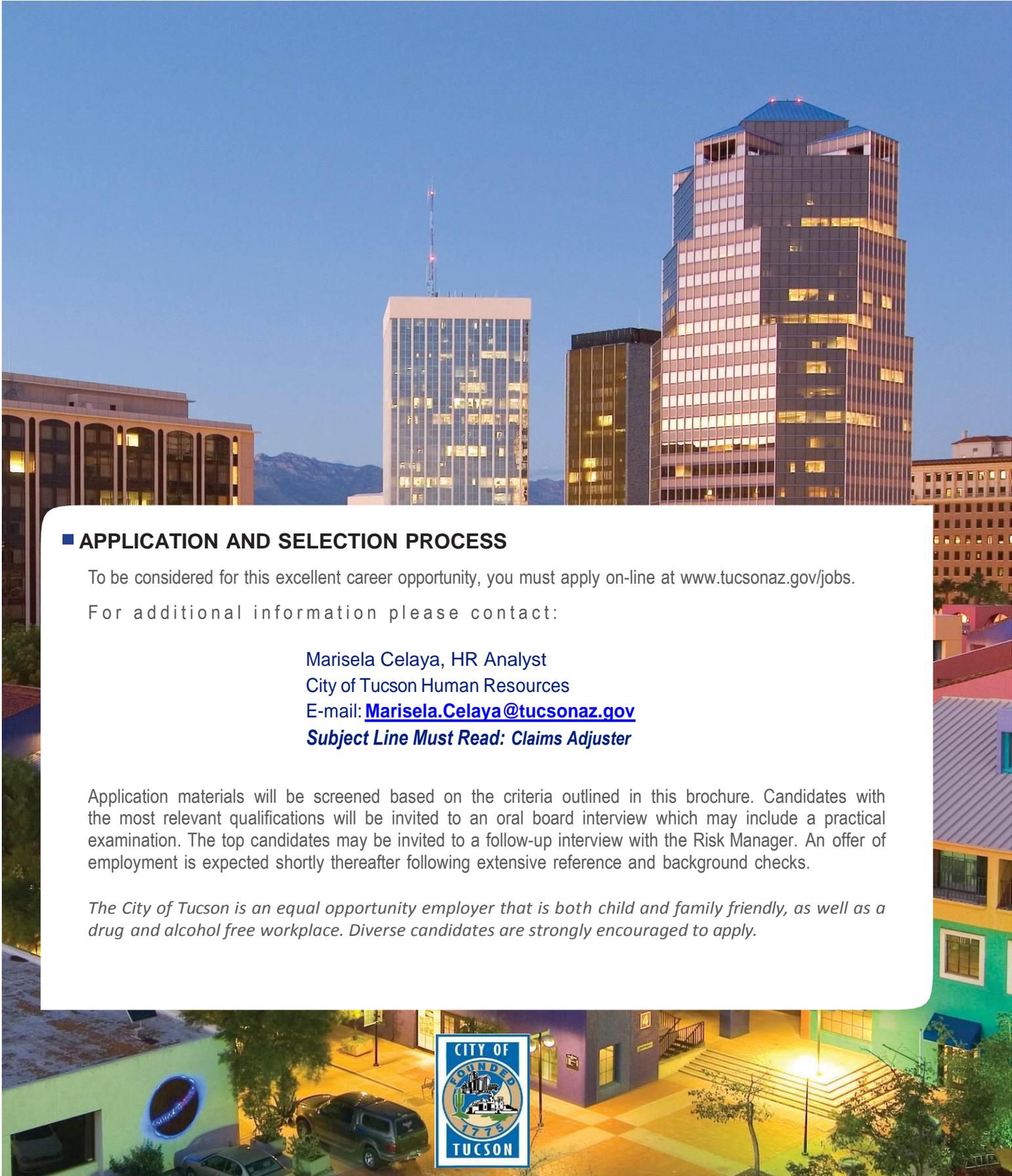
- Certification as Chartered Property Casualty Underwriter (CPCU)
- Certification as Associate in Risk Management (ARM)
- Certification as Associate in Claims (AIC)
- Licensed Arizona Insurance Adjuster
- Public Sector claims adjusting experience (State, County, City)

An equivalent combination of education and relevant experience with particular knowledge, skills and abilities to successfully perform position duties will be considered.

■ COMPENSATION & BENEFITS

Salary is dependent upon the qualifications and experience of the successful candidate. The salary range is \$53,000 - \$60,000. The City of Tucson offers employees an excellent fringe benefit package, including a defined pension plan, a voluntary deferred compensation 457 plan and 401(a) plan, health, dental and life insurance, sick and vacation accruals.





■ **APPLICATION AND SELECTION PROCESS**

To be considered for this excellent career opportunity, you must apply on-line at www.tucsonaz.gov/jobs.
For additional information please contact:

Marisela Celaya, HR Analyst
City of Tucson Human Resources
E-mail: Marisela.Celaya@tucsonaz.gov
Subject Line Must Read: Claims Adjuster

Application materials will be screened based on the criteria outlined in this brochure. Candidates with the most relevant qualifications will be invited to an oral board interview which may include a practical examination. The top candidates may be invited to a follow-up interview with the Risk Manager. An offer of employment is expected shortly thereafter following extensive reference and background checks.

The City of Tucson is an equal opportunity employer that is both child and family friendly, as well as a drug and alcohol free workplace. Diverse candidates are strongly encouraged to apply.