



## Job Description

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<b>TITLE:</b> Claims Manager	<b>JOB CODE:</b> 2155
<b>DEPARTMENT:</b> Legal	<b>FLSA:</b> Exempt
<b>PREPARED:</b> November 2005	<b>FLSA CLASS:</b> Supervisor
<b>UPDATED:</b> April 12, 2022	<b>WORK LOCATION:</b> Aztec, NM
	<b>REMOTE WORK ELIGIBLE:</b> YES

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**Summary:** Under general supervision of the County Attorney, investigates incidents and accidents, performs risk identification and analysis, recommends appropriate risk transfers and risk financing approaches, and manages the County's liability and workers compensation insurance programs.

**Essential Job Functions:** *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Manage risk management program for the County; assess areas of risk and approaches for mitigating this risk; develop specifications and periodically request bids for the insurance coverage; investigate incidents and accidents to document and resolve potential claims.
- Provide input to the annual budget process; prepare special and recurring reports, proposals and contracts, and disseminate to County staff and external agencies; recommend and implement changes to existing policies and procedures.
- Monitor and review industry practices and service trends; recommend operational and policy improvements.
- Negotiate, secure, and administer insurance coverage for a variety of risk exposures.
- Evaluate insurance costs, self-insured retentions, and the effectiveness of pooled insurance versus commercial insurance.
- Manage the County's liability insurance coverage by investigating and settling claims and by rejecting and participating in the defense of claims and lawsuits; prepare insurance budgets and authorize expenditures; maintain accurate loss experience data; recommend insurance coverage.
- Investigate situations immediately as they occur; ensure investigation is complete; develop thorough documentation and write the report; notify appropriate insurance provider of claim and recommend appropriate course of action.
- Coordinate the work of the third party workers' compensation claims administrator; report employee injuries; assist in the investigation of claims; recommend strategies to resolve claims; authorize settlements as directed.
- Seek recovery of costs to repair or replace damaged vehicles, buildings, and building contents.
- Monitor and present written and oral reports concerning legislation, changes in insurance coverage and costs, loss trends, and other topics that may impact the County.
- Work closely with the departments to encourage workplace safety and loss prevention.
- Identify safety training needs; prepare training materials or identify sources of effective training materials; conduct and coordinate training sessions; maintain accurate training records.
- Stay current with new industry practices and activities to ensure the use of "best practices" in the County's insurance and safety programs.
- Work effectively with County departments, claims adjusters, consultants, and others in order to reduce the frequency and severity of accidental losses.
- Perform other related duties as assigned.

### Required Knowledge and Skills:

**Job Description  
Claims Manager**

- Knowledge of risk management principles and practices.
- Knowledge of applicable statutes, rules, ordinances, codes and regulations.
- Knowledge of management principles, practices and methods.
- Knowledge of County policies and procedures.
- Knowledge of governmental budgeting and planning.
- Skill in following and effectively communicating verbal and written instructions.
- Skill in reading, understanding, interpreting and applying relevant laws and regulations.
- Skill in working within deadlines to complete projects and assignments.
- Skill in assessing, analyzing, identifying and recommending solutions to problems.
- Skill in operating a personal computer utilizing a variety of business software.
- Skill in communicating effectively, both orally and in writing.
- Skill in planning and implementing policies and procedures.
- Skill in establishing and maintaining effective working relationships with elected officials, County staff and the general public.
- Skill in the use of a personal computer and standard business software.

**Education and Experience**

- Bachelor’s Degree in Public or Business Administration or related field and five (5) years experience in risk analysis, safety operations, claims adjustments, liability and workers compensation; or equivalent combination of education and work experience sufficient to perform the duties of the position.
- Independent Adjuster’s License, preferred.
- Valid State of New Mexico Driver’s license or able to obtain within six (6) months of employment.

**Environmental Factors and Conditions/Physical Requirements:**

- Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- May be subject to bending, reaching, kneeling and lifting such as retrieving files, records, and reports.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County’s electronic ERP system as necessary and appropriate based on the needs and requirements of this position.
- Some work duties may be performed “remotely” outside of County facilities. For remote access you must complete and maintain a current remote work agreement.

**Equipment and Tools Utilized:**

- Equipment utilized includes computerized and conventional office equipment.

**Approvals:**

<b>Employee:</b>	_____	<b>Date:</b>	_____
<b>Supervisor</b>	_____	<b>Date:</b>	_____
<b>Department Head:</b>	_____	<b>Date:</b>	_____