



RISK INVESTIGATOR 1

Department: Finance
Job Class #: 218200
Pay Range: Professional 05

FLSA: Non-Exempt
Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION:

This is technical claims investigative work for the Pierce County Risk Management and Insurance Division of Finance. An employee in this classification is responsible for working closely with the Risk Manager to aid them in carrying out their duties. Work involves investigating claims filed against Pierce County and making recommendations for the settlement or denial of same based on the investigation; identifying situations or conditions that could potentially place the County in a position of liability, and working with the involved County agencies to reduce or eliminate those risks; and initiating action against parties who cause damage to County-owned property and equipment. Incumbents exercise independent judgment in the performance of assigned tasks. Work performance is reviewed by an administrative superior.

SERIES CONCEPT:

The Risk Investigator 1 is the first level of a two level risk investigation series. Work in this classification is distinguished from the Risk Investigator 2 by the complexity of the claims/lawsuits assigned and the amount of direct supervision provided in the performance of duties. The Risk Investigator 2 handles the more complex cases and exercises a greater degree of independent judgement.

ESSENTIAL FUNCTIONS:

- Investigates the allegations contained in claims\lawsuits filed against Pierce County, providing written documentation of all findings of the investigation, as well as his/her recommendation for settlement or denial. Field investigations include personal and/or telephone interviews with involved parties, photographing evidence, taking measurements, and researching police records, accident reports, and accident history information.
- Assists the Risk Manager in the negotiation and settlement of actions filed against the County, either directly with claimants or with their legal representatives.
- Assesses property damage and bodily injury claims in terms of their potential settlement value.
- Assists the Prosecuting Attorney's Office on cases in litigation.
- Participates in both the County's Accident Review Committee and the Sheriff Accident Review Committee, serving in an advisory capacity to the Committee.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime
- Lift and carry up to twenty five (25) lbs.

OTHER JOB FUNCTIONS

- Performs other related job functions as required.

SUPERVISION RECEIVED AND EXERCISED: Incumbent works independently and receives general supervision when assigned new or advanced tasks. Work is reviewed periodically by a supervisor for accuracy and conformance to established policies and procedures, laws and regulations, and quality of service provided. This position does not supervise other employees.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential job functions. The Risk Investigator 1 works in an office environment on a daily basis and performs field assignments routinely. Field work may include work in varying weather conditions, exposure to hazardous chemicals and varying terrain. Travel to various field sites and meeting locations may be required. Work is performed on a regular scheduled basis and may include evening or week end assignments.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by the employee to successfully perform the essential job functions of the position. Required physical activities include but are not limited to digital dexterity, maneuvering quickly on foot, walking, standing, sitting, talking, hearing and seeing, twisting, balancing, climbing, crawling, kneeling, bending, stooping, crouching, reaching, lifting, carrying, dragging, pushing/pulling. The ability to walk, bend, stoop, climb, and work around hazardous conditions or chemicals during the investigation of accident scenes or investigating potential liabilities that may necessitate the need to wear Personal Protective Equipment is required. The lifting requirements are twenty-five pounds or less. This position is required to drive and work in all types of weather conditions.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Coverages and exclusions contained in the County's various liability and property insurance policies.
- Functions and responsibilities of the Risk Management Division and its safety operations, as mandated by resolution or ordinance.

Ability to:

- Assess property damage and bodily injury claims.
- Conduct effective claims investigations and to produce concise written investigative reports, outlining the allegations, the investigation and the findings, and providing a recommendation based upon the investigation.
- Negotiate with claimants and/or attorneys in the settlement of claims.
- Recognize and make recommendations for the correction of high risk situations or conditions.
- Establish and maintain effective working relationships as required by the position.
- Successfully complete the requirements to wear a respirator in accordance with OSHA and WISHA regulations.
- Establish and maintain effective work relationships with elected officials, department heads, associates, and with the general public.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.

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- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime
- Physically perform the essential job functions.
- Meet the travel requirements of the position.

RECRUITING REQUIREMENTS

Bachelor degree in public/business administration, risk management and safety or relevant field and 2 years' experience in bodily injury, personal injury and property damage liability claims adjusting OR any equivalent combination of education and experience is required.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS:

- Possession of, or the ability to obtain, a valid Washington State Driver's License.
- Ability to successfully complete all required background investigations.