

NOTE: Only candidates currently serving in Permanent Civil Service Claim Specialist title are eligible to apply for this position.

NYC OFFICE OF THE COMPTROLLER

JOB VACANCY NOTICE

Title:	Unit Supervisor – Property Damage (Claim Specialist III)
Salary:	\$62,500 - \$72,500
Bureau/Division:	Law & Adjustment / Property Damage Division
Period:	March 3, 2016 – Until Filled

JOB DESCRIPTION

The Bureau of Law & Adjustment is responsible for adjusting claims for and against the City of New York. The Property Damage Division investigates and resolves claims of a tort nature including, but not limited to, automobile accidents, defective roadway/sidewalk, water main breaks, sewer overflows, and damage by City personnel. The Division works closely with the New York City Law Department and various agencies and departments on a variety of matters.

Under the direction of the Division Chief, with wide latitude for independent initiative and judgment, responsibilities of the supervisor include, but are not limited to, the following:

- Supervise the daily work of claim specialists and clerical staff, coordinate their work, and review claims submitted by staff to ensure they are complete, and that an accurate disposition is determined regarding claim settlement or disallowance;
- Guide and monitor the performance of staff, including setting tasks and standards, completing performance evaluations, and maintaining regular diary reviews of assigned claims;
- Supervise and/or aid in the investigation of high-profile claims that involve multiple claimants, preparing and/or reviewing spreadsheets, or drafting reports or memoranda when required;
- Communicate effectively and professionally with all claimants, especially with *pro se* claimants; act as a liaison between the Comptroller's Office, agencies, attorneys, *pro se* claimants, insurance carriers, etc. for the purpose of investigating and settling claims;
- Interact within prescribed limits to approve/disapprove recommendations made by the Law Department; conduct Notice of Claim searches and sign affidavits when required;
- Communicate effectively and professionally with the Comptroller's engineering and auditing staff, the Bureau of Fiscal Services, the Central Imaging Facility, the motor vehicle damage appraisal contractor, as well as the staff of other elected officials, among others;
- Use available databases for the purpose of obtaining information relevant to the investigation of a claim;

- Provide the Division Chief with regular activity reports of staff assigned;
- Perform related assignments and special projects as required.

MINIMUM QUALIFICATION REQUIREMENTS

1. A baccalaureate degree from an accredited college; or
2. An associate degree or 60 semester credits from an accredited college and two years of full-time satisfactory experience investigating and/or settling claims for personal injury or property damage or loss; or
3. A four-year high school diploma or its educational equivalent and four years of full-time satisfactory experience investigating and/or settling claims for personal injury or property damage or loss; or
4. A satisfactory combination of education and/or experience equivalent to "1", "2" or "3" above. College education may be substituted for experience as described in "2" or "3" above on the basis that 30 semester credits from an accredited college may be substituted for each year of required experience. However, all candidates must have a four-year high school diploma or its educational equivalent.

PREFERRED SKILLS IN ADDITION TO MINIMUM REQUIREMENTS

- Comprehensive knowledge of property damage tort claims;
- Attention to detail, excellent organizational skills, and the ability to multi-task and manage multiple priorities with minimal supervision;
- Excellent interpersonal skills, and the ability to communicate effectively orally and in writing (includes Microsoft Office Suite proficiency) with all claimants and agency personnel;
- Basic understanding of the process/relationship between the Comptroller's office and the Law Department with respect to lawsuits.

TO APPLY, GO TO: Employment Opportunities at www.comptroller.nyc.gov

Certain residency requirements may apply. We appreciate every applicant's interest; however, only those under consideration will be contacted.

Note: Vacancy notices listed as "Until Filled" will be posted for at least five work days.

POSTING DATE: March 3, 2016	POST UNTIL: Until Filled	JVN: 015/016/067
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The NYC Comptroller's Office is an Equal Opportunity Employer