

NYC OFFICE OF THE COMPTROLLER

JOB VACANCY NOTICE

Title:	Claims Specialist, Level III – Motor Vehicle Claims Division
Salary:	\$64,347 – \$70,000
Bureau/Division:	Bureau of Law & Adjustment
Period:	March 21, 2017 – April 21, 2017

JOB DESCRIPTION

The Bureau of Law & Adjustment (BLA) is responsible for investigating and adjusting claims filed against the City of New York. The Motor Vehicle Claims Division investigates and resolves pre-litigation claims involving City-owned motor vehicles. The Motor Vehicle Claims Division consults with BLA's Litigation Unit, and works closely with the Office of the Corporation Counsel and other City agencies to resolve claims pre-litigation.

Under the direction of the Division Chief, Motor Vehicle Claims, with latitude for independent analysis, judgment and initiative, the duties and responsibilities of the Claims Specialist Level III position include, but are not limited to, the following:

- Complete a full investigation of claims against the City, which includes obtaining and reviewing agency reports and medical records, analyzing liability and damages, and preparing an objective evaluation of the claim;
- Maintain a complete claim file – relevant information about the investigation and evaluation of liability and damages, document any events or conversations, and upload documents upon receipt;
- Use available databases, media outlets, and other available information to gather information relevant to the investigation of the claim;
- Offer sound, well-reasoned recommendations about how to resolve the claim;
- When appropriate, negotiate and settle claims within delegated monetary authority level;
- Maintain control over claim backlog, timely follow-up on requests made to agencies, and monitor statutory time frames;
- Recommend third-party actions or tender insurance takeovers when appropriate;
- Communicate effectively and professionally with City agency employees, *pro se* claimants, attorneys, and insurance carriers when investigating a claim or negotiating a settlement;
- Work collaboratively with Comptroller's Office staff, including the Bureau of Fiscal Services and the Central Imaging Facility; and,
- Perform related assignments and special projects as required, which may include field work.

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 liability claims; or
3. A four-year high school diploma or its educational equivalent and four years of full-time satisfactory experience investigating and/or settling liability claims; 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

- Demonstrated superior analytical skills;
- Strong negotiation skills strongly preferred;
- Attention to detail, excellent organizational skills, and the ability to multi-task and manage multiple priorities with minimal supervision;
- Basic understanding of the process/relationship between the Comptroller's office and the Law Department with respect to lawsuits;
- Knowledge of New York State Vehicle and Traffic Laws, and personal injury or motor vehicle tort claims is a plus; and,
- Excellent interpersonal skills, and the ability to communicate effectively orally and in writing (includes Microsoft Office Suite proficiency) with all claimants and agency personnel.

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 21, 2017	POST UNTIL: April 21, 2017	JVN: 015/017/065
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The NYC Comptroller's Office is an Equal Opportunity Employer