

STATE OF OHIO (DAS)CLASSIFICATION
SPECIFICATION**CLASSIFICATION SERIES:**

Auto Liability

SERIES NO.:

1678

MAJOR AGENCIES:

Administrative Services only

EFFECTIVE DATE:**SERIES PURPOSE:**

The purpose of the auto liability occupation is to process automobile claims (i.e., liability & subrogation) involving motor vehicles owned & leased by the state.

At the first level, incumbents process complex property damage & bodily injury claims.

At the second level, incumbents process catastrophic & complex property damage & bodily injury claims.

Glossary

The following terms will appear in the classification specification and are to be interpreted as follows:

Catastrophic: Serious injury which results in incapacitation, injury of more than one person, or loss of life.

Complex property damage & bodily injury case: More than one vehicle &/or persons involved; hospitalization of impaired person.

Subrogation: Responsibility for recovering damages for state vehicle in a non-at fault accident on behalf of a state agency (i.e., collection of capital & forwarding to agency for actual disbursement).

Reserves: Money set aside for potential payment of claim.

CLASS TITLE:

Auto Liability Claims Specialist 1

CLASS NUMBER:

16781

EFFECTIVE DATE:

07/20/1997

CLASS CONCEPT:

The full performance level class works under direction & requires considerable knowledge of insurance claims processing & auto liability & subrogation laws, rules, policies & procedures in order to process complex property damage & bodily injury claims presented by public as result of vehicle accidents occurring with state owned vehicles.

CLASS TITLE:

Auto Liability Claims Specialist 2

CLASS NUMBER:

16782

EFFECTIVE DATE:

07/20/1997

CLASS CONCEPT:

The advanced level class works under general direction & requires thorough knowledge of insurance claims processing & auto liability & subrogation laws, rules, policies & procedures in order to process catastrophic & complex property damage & bodily injury claims presented by public as result of vehicle accidents occurring with state owned vehicles.

CLASS TITLE: Auto Liability Claims Specialist 1	CLASS NUMBER: 16781	BARGAINING UNIT: 09
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EFFECTIVE DATE:
07/20/1997

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Processes complex property damage & bodily injury claims presented by public as result of vehicle accidents occurring with state owned vehicles, completes in-house auto liability forms, initiates correspondence to request accident information (e.g., police reports; accident descriptions) & coordinates such information to create claim files, reviews & evaluates documentation to determine state of Ohio liability, authorizes vehicle rentals, assigns & monitors independent adjusters & salvage companies to assist in settlement process, negotiates fair & reasonable settlements of claims (i.e., presented due to negligence of state employees) with claimants &/or attorneys &/or insurance companies (i.e., when subrogation demand has been presented) & responds by telephone or through correspondence or in-person to inquiries relating to auto claim issues & assists in resolving questions &/or concerns.

Interviews state drivers & other entities (e.g., claimants; witnesses) to obtain accident facts & records statements when necessary; requests supporting documentation from claimants, law enforcement agencies, attorneys, physicians, other state agencies or other entities for additional information needed to evaluate auto claims; reviews repair estimates, medical reports & wage loss information to determine monetary value of damages owed; documents payment of claims & prepare payments; notifies claimants in writing of denied claims; requests issuance of claim warrant within guidelines of auto liability programs \$1,000,000 limits of liability coverage; resolves conflicts &/or disruptive situations with claimants; meets with administrator to discuss situations with claimants arising throughout negotiations; receives cross training & serves as back-up for other unit staff during absences.

Instructs state agencies &/or drivers &/or claimants on claim procedures; assists in assigning work to unit secretary; assists in training & instructing new employees; reviews claims on monthly basis to follow up on status of claims & adjusts reserves accordingly; recommends changes in correspondence/forms to enhance claims processing; operates video display terminal or personal computer to enter &/or retrieve data &/or generate reports; operates office equipment (e.g., calculator; photocopier; facsimile equipment); attends meetings, conferences, seminars or workshops.

MAJOR WORKER CHARACTERISTICS:

Knowledge of insurance claims processing; auto liability & subrogation laws, rules, policies & procedures. Skill in operation of video display terminal* or personal computer*; calculator*; photocopier* & facsimile equipment*. Ability to define problems, collect data, establish facts & draw valid conclusions; gather, collate & classify information about data, people or things; resolve complaints from irate claimants; negotiate fair reasonable settlements of claims.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

3 yrs. exp. as insurance claims adjuster or in processing auto liability & subrogation claims which included complex bodily injury & property damage cases; 12 mos. exp. in investigating/researching, evaluating & negotiating out of court claim settlements.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May require travel.

CLASS TITLE: Auto Liability Claims Specialist 2	CLASS NUMBER: 16782	BARGAINING UNIT: 09
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EFFECTIVE DATE:

07/20/1997

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Processes catastrophic & complex property damage & bodily injury claims presented by public as result of vehicle accidents occurring with state owned vehicles, completes in-house auto liability forms, initiates correspondence to request accident information (e.g., police reports; accident descriptions) & coordinates such information to create claim files, reviews & evaluates documentation to determine state of Ohio liability, authorizes vehicle rentals, assigns & monitors independent adjusters & salvage companies to assist in settlement process, negotiates fair & reasonable settlements of claims (i.e., presented due to negligence of state employees) with claimants &/or attorneys &/or insurance companies (i.e., when subrogation demand has been presented) & responds by telephone or in-person to inquiries relating to auto claim issues & assists in resolving questions &/or concerns.

Provides assistance to lower-level auto liability claims examiner & clerical staff; interviews state drivers & other entities, (e.g., claimants ; witnesses) to obtain accident facts & records statements when necessary; requests supporting documentation from claimants, law enforcement agencies, attorneys, physicians & other state agencies, or other entities for additional information needed to evaluate auto claims; reviews repair estimates, medical reports & wage loss information to determine monetary value of damages owed; documents payment of claims & prepares payments; notifies claimants in writing of denied claims; requests issuance of claim warrant within guidelines of auto liability programs \$1,000,000 liability coverage; resolves conflicts &/or disruptive situations with claimants; meets with administrator to discuss situations with claimants arising through-out negotiations; acts in absence of auto liability administrator.

Instructs state agencies &/or drivers &/or claimants on claim procedures; reviews claims on monthly basis to follow up on status of claims & adjusts reserves accordingly; recommends changes in correspondence/forms to enhance claims processing; recommends policy & procedure changes; gathers statistical data & prepares reports; prepares & conducts presentations to other agency personnel regarding auto liability procedures & subrogation program; meets with sales representatives from private sector businesses (e.g., rental car companies; auto glass companies; private adjusting firms); operates video display terminal or personal computer to enter &/or retrieve data &/or generate reports; operates office equipment (e.g., calculator; photocopier; facsimile equipment); attends meetings, conferences, seminars or workshops.

MAJOR WORKER CHARACTERISTICS:

Knowledge of insurance claims processing; auto liability & subrogation laws, rules, policies & procedures. Skill in operation of video display terminal* or personal computer*; calculator*; photocopier* & facsimile equipment*. Ability to define problems, collect data, establish facts & draw valid conclusions; gather, collate & classify information about data, people or things; resolve complaints from irate claimants; negotiate fair reasonable settlements of claims.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

4 yrs. exp. as insurance claims adjuster or in processing auto liability & subrogation claims which included complex bodily injury & property damage cases & catastrophic cases; 12 mos. exp. investigating/researching, evaluating & negotiating out of court claim settlements.

-Or 6 mos. exp. as Auto Liability Claims Specialist 1, 16781.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May require travel.