

**Senior Claims Representative (1770)**  
**Task List – 2020**

**Information Gathering**

1. Performs investigative background work and records information on persons claiming injuries or damages by taking notes and photographs, making measurements using mechanical aids provided by the department, such as Rollo-meters and tape measures, researching using computer aides, such as social media and case management software, and drawing or sketching detailed diagrams of locations or objects, sometimes to scale, in order to determine whether the claim is valid or fraudulent and illustrate the narrative description of the accident, which includes location, evidence of injury to persons, and extent of physical damage to vehicles, structures, equipment, landforms, and/or other items.
2. Travels by vehicle, and/or other modes of transportation such as aircraft and by foot, to the location of the accident, as required, in order to conduct an investigation and collect physical evidence, such as damaged vehicles, fire hydrants, power poles, water meter covers and boxes, manholes, vaults, and similar objects.
3. Reads and evaluates information obtained from records of public and private agencies, such as the Police Department, Fire Department, County Assessor, County Registrar-Recorder, Registrar of Voters, Coroner's Office, State Department of Motor Vehicles, and financial institutions in order to determine current and prior ownership of property, previous claims for damages to person or property, and other similar information and the relevance of that information to the current damage or injury claim.

**Public Interaction**

4. Locates parties or witnesses to claims through the use of the telephone, personal contact, or public records, such as non-confidential police records, property records, motor vehicle records, voting records, and similar public and private agency records, listens to oral statements, and reads written statements made by parties and witnesses in order to obtain, verify, and compare the statements with the physical evidence, and to provide a record of the circumstances alleged to have led to the damage or injury having occurred.
5. Interacts and communicates with representatives of public and private agencies, medical facilities, co-workers, supervisors, court personnel, outside experts, department representatives, attorneys, and others in order to give and receive information relative to a claim for damage or injury, such as the accuracy of any bills submitted and the reasonableness of the monies demanded.

6. Represent the Department of Water and Power in Small Claims Court and testifies in court, as required by law, in order to assist in the prosecution of or defense against claims for damage or injury.

### **Written and Oral Communication**

7. Receives assignments orally and in writing from a supervisor, collects information via telephone or personal contact concerning an accident, takes incoming reports of accidents filed with the department, such as those involving damage to hydrants, power poles, serious injuries and fatalities, and immediately initiates an investigation in order to obtain information, protect evidence from destruction, loss, and further damage, and prevent further injury or additional liability to the department or private citizens.
8. Requests submission, in writing, of estimates of monetary costs for damages to property or injury-to-persons from experts and prepares itemized, written estimates detailing cost of repairs or replacement in order to facilitate, collect, and/or deliver an appropriate determination of monies due, or other disposition of the claim.
9. Assists City attorneys with voluminous amounts of discovery, such as identifying persons that have history with the incident, reporting work orders and other history, etc.; writes and prepare reports with subpoenas, summons, and other legal documents, using current computer software programs, such as Microsoft Suite and other licensed software and mainframes, to be submitted to the proper recording office, City attorneys, supervisors and other appropriate individuals, detailing the facts surrounding the accident, the actual damage or injury resulting from the incident, descriptive and narrative discussion, computations, charts and diagrams, and other factual information in order to comply with laws concerning statutory requirements, as well as proper notification and service of all legal documents and facilitate an appropriate conclusion and recommendation to settle claims for or against the department.
10. Gives advice and assistance to other Senior Claims Representatives and discusses major investigative problems and procedures with section head in order to meet technological changes, resolve the problems, or clarify procedures so that claims may be handled in a timely manner and to ensure that all pertinent information has been obtained for the final written report and settlement recommendations, particularly in the more complex or sensitive claims, such as when liability is in doubt or difficult to prove.