

## CITY OF HAMILTON

### CORPORATE SERVICES DEPARTMENT

### (LEGAL SERVICES DIVISION - RISK MANAGEMENT SERVICES - LOCATION – 50 MAIN ST. E.)

### CLAIMS EXAMINER/ANALYST

#### SUMMARY OF DUTIES

Reporting to the Manager, Risk Management Services, the Claims Examiner/Analyst shall be responsible for a caseload of high value bodily injury claims while also providing examiner support to high value claims being handled by Risk Management Claims Representatives. Also, responsible for evaluation of existing loss control activities by obtaining and examining statistical data from an electronic claims management system. The Claims Examiner/Analyst will provide support for the design, recommendation, implementation, and co-ordination of new initiatives with respect to loss control activities that support the objectives of responsible risk management.

Activities will bring a “best practices” approach with a strong emphasis on clear and concise communication with all stakeholders, namely Risk Management Services staff, City of Hamilton Legal Services, divisional clients, City insurers, independent adjusters, expert consultants, and outside counsel where applicable.

#### GENERAL DUTIES

Maintain a caseload of high value bodily injury claims in accordance with Risk Management Services policies and procedures and claims handling industry best practices.

Investigate, negotiate, resolve, or deny high value bodily claims made against the City/entities within authorized limits as delegated by the Manager.

Complete and maintain all required forms in accordance with legislated regulations or internal procedures.

Prepare reports, system reports and records as directed.

Provide examiner support to Risk Management Services Claims Representatives, ensure proper methods followed.

Assist the Supervisor, Claims Administration in the evaluation and categorization of incoming bodily injury claims of potential high value.

Monitor flow of incoming information from client divisions to ensure appropriate quality and time frames, developing enhancements/improvements where necessary.

Discuss exposure, strategy, settlement, and defence options with appropriate stakeholders.

Prepare for and attend mediations, examinations, arbitrations, pre-trials, and trials.

Develop and implement risk management strategies (identification, assessment, and control) with various departments to meet divisional and/or departmental objectives of loss reduction or prevention.

Assist the Corporate Risk Compliance Officer with key claims input for the development of risk management training seminars to client divisions, and other Enterprise Risk Management (ERM) initiatives.

Complete audits of loss data and create loss profiles to identify and enable the development of loss reduction strategies. This will include the monitoring of claim severity, frequency, and volume.

Receive and answer inquiries from the public, staff, elected officials, other departments, lawyers, and insurance company representatives.

Participate in cross-departmental teams and regularly act as a corporate advocate in discussion regarding the development of policy issues from a risk management perspective.

Prepare reports on claim settlement values, reserves, and associated investigative processes and develop and recommend policy as may be required.

Participate in professional associations, seminars, workshops to obtain and exchange beneficial information regarding claims handling, risk management, and insurance.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned which are related to the position.

**QUALIFICATIONS**

1. Demonstrated experience in insurance industry with progressive bodily injury claims handling/examining work experience directly related to the general duties listed, normally acquired through the completion of a University Degree or College Diploma in business administration or a combination of education and related risk management/insurance industry work experience.
2. Attainment of a professional designation from the Insurance Institute of Canada (Certified Insurance Professional Designation) would be an asset.
3. Attainment of a Canadian Risk Management (C.R.M) designation or Associate in Risk Management (A.R.M.) designation would be an asset.
4. Superior working knowledge of casualty insurance.
5. Superior working knowledge of general medical terminology as seen in medico-legal reports.
6. Superior working knowledge of legislation applicable to the handling of municipal claims such as the Municipal Act, the Occupier's Liability Act, the Negligence Act, the Insurance Act, etc.
7. Highly developed verbal and written communication skills.
8. Legal training and/or experience in a legal environment would be an asset.
9. Working knowledge in Word, Excel, and PowerPoint. Ability to learn and become competent in a data based claims handling software program (eg. ClearRisk).
10. Must possess a Class G driver's license and access to a vehicle for use on the job.

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE**

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