

Missouri Department of Transportation

Code: R04644

Title: Claims Administration Manager

Exemption Status: Exempt

Grade: 17

Job Description

Effective Date 03-01-2008

**Replaces
(Effective Date)** 04-01-2006

General Summary The claims administration manager is responsible for mitigating risks and limiting liability related to fleet vehicles, general liability, worker's compensation, and property damage involving the department. Responsibilities are performed under general supervision.

**Minimum/Required
Qualifications** Bachelor's Degree: Business Administration, Public Administration, Safety/Risk Management, or related field

Six years of experience in an area related to risk management.

**Supervisory
Responsibilities** Full Supervision

Location Central Office - Risk and Benefits Management

**Special Working
Conditions/Job
Characteristics** Job requires occasional, statewide, overnight travel.

Examples of Work

- (1) Supervises activities of the claims unit including the investigation, negotiation, and resolution, including settlement of worker's compensation, general liability, fleet vehicle liability, property damage, and worker's compensation subrogation claims.
- (2) Coordinates activities involving self-insurance plan including applicable outside contracts; supervises preparation of annual reports.
- (3) Reviews all claims submitted by outside contract adjusting company and staff; extends appropriate settlement authority.
- (4) Reviews assignments of claims and final closings while directing independent claims investigators on claims that require immediate investigation when department investigators are not readily available.
- (5) Makes recommendations to the central office safety and health manager on potential hazards or accident frequencies based on information received from staff.
- (6) Handles controversial contacts with the general public, insurance companies, attorneys, legislature, and employees.

- (7) Reviews various data to determine potential liability exposure to the department.
- (8) Conducts negotiations of large claim settlements; audits and reviews all closed files; assists Chief Counsel's Office with litigated cases.
- (9) Prepares data for annual actuarial study; reviews and analyzes the study regarding future funding of self-insurance plan.
- (10) Performs supervisory responsibilities in a manner consistent with the department's Affirmative Action Program.
- (11) Performs other responsibilities as required or assigned.

The Missouri Department of Transportation promotes an equal opportunity workplace that includes reasonable accommodation of otherwise disabled applicants and employees. Please see your manager should you have any questions about this policy or these job duties.