



# City of Los Angeles

A great place for a career

City of Los Angeles Personnel Department

[per.lacity.org](http://per.lacity.org)

## SENIOR CLAIMS REPRESENTATIVE

**Class Code: 1770**

**Open Date: 01-24-14**

### **ANNUAL SALARY**

\$75,460 to \$98,772 and \$80,555 to \$100,077

Candidates from the eligible list are normally appointed to positions in the lower pay grade.

### **NOTE:**

For information regarding reciprocity between the City of Los Angeles departments and LADWP, go to [http://per.lacity.org/Reciprocity\\_CityDepts\\_and\\_DWP.pdf](http://per.lacity.org/Reciprocity_CityDepts_and_DWP.pdf).

### **DUTIES**

A Senior Claims Representative performs investigations and prepares or analyzes reports of accidents, injuries and property damage which result in claims by or against the Department of Water and Power.

### **NOTE:**

Senior Claims Representatives may be asked to be on-call to work evenings and weekends.

### **REQUIREMENT**

Three years of full-time paid experience in the investigation or adjustment of personal injury or property damage claims.

### **NOTES:**

1. **Candidates must achieve a passing score in the qualifying written test in order to be called for the subsequent portion of the examination.**
2. In addition to answering the regular City application supplemental questions, each applicant is required to complete the Senior Claims Representative Qualifications Questionnaire at the time of filing. The Senior Claims Representative Qualifications Questionnaire is located within the Supplemental Questions section of the City application. Applicants who fail to complete the Qualifications Questionnaire will not be considered further in this examination and their application will not be processed.
3. Applicants who lack six months or less of the required experience may file for this examination. However, they cannot be appointed until the full experience requirement is met.
4. Some positions may require a valid California driver's license. Candidates may not be eligible for appointment to these positions if their record within the last 36 months reflects three or more moving violations and/or at-fault accidents, or a conviction of a major moving violation (such as DUI).
5. Upon appointment, Senior Claims Representatives may be required to furnish their own automobiles, properly insured for use in City service. Mileage will be paid according to established rates.

### **SELECTIVE CERTIFICATION**

In accordance with Charter Section 1010 (b) and Civil Service Rule 5.31, selective certification will be used for some positions that require special skills and/or training in one or more of the following areas. Only persons possessing the following at the time of filing may be considered for appointment to fill such positions: The ability to speak or write a language other than English. Candidates must specify the language in the appropriate box on the application.

### **WHERE TO APPLY**

Applications will only be accepted on-line. **When you are viewing the on-line job bulletin of your choice, simply scroll to the top of the page and select the "Apply" icon.** On-line job bulletins are also available at <http://agency.governmentjobs.com/lacity/default.cfm> for Open Competitive Examinations and at <http://agency.governmentjobs.com/lacity/default.cfm?promotionaljobs=1> for Promotional Examinations.

### **NOTE:**

Applicants are urged to apply early to ensure you have time to resolve any technical issues you may encounter.

### **APPLICATION DEADLINE**

**Applications must be received by THURSDAY, FEBRUARY 6, 2014.**

### **NOTE:**

In accordance with Civil Service Rule 4.2, all applicants who apply may not be tested in this examination. To meet anticipated hiring needs, only a limited number of qualified applicants will be invited to participate in the written test in the following order: 1) Los Angeles City Promotional applicants who meet the minimum requirements. You must have received a regular appointment to a City position or be on a reserve list to apply for this examination as a promotional candidate; 2) Applicants currently employed by the City of Los Angeles on a part-time or exempt basis who meet the minimum requirements; 3) Remaining applicants who meet the minimum requirements in sufficient numbers to meet hiring needs in the order that applications were received. Applications submitted during the filing period will be kept on file for two years from January 24, 2014 in the event that additional applicants need to be tested to meet hiring needs.

### **EXPERT REVIEW COMMITTEE**

Should a large number of qualified candidates file for this examination, an expert review committee may be assembled to evaluate each candidate's

**AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER**

qualifications for the position of Senior Claims Representative. In this evaluation, the expert review committee will assess each candidate's training and experience based upon the information in the candidate's City employment application and the Qualifications Questionnaire. Those candidates considered by the expert review committee as possessing the greatest likelihood of successfully performing the duties of a Senior Claims Representative, based solely on the information presented to the committee, will be invited to participate in the interview.

## **SELECTION PROCESS**

<b>Examination Weights:</b>	<b>Written Test</b> .....	<b>Qualifying</b>
	<b>Interview</b> .....	<b>100%</b>

The examination will consist of a qualifying written test and interview. In the qualifying written test, which will consist of multiple choice questions, candidates may be examined for knowledge of: standard techniques of claims investigation sufficient to conduct an investigation and interpret the findings of an investigation; local sources of public information for investigation purposes; definitions of and the difference between the various concepts of liability; definitions and classifications of evidence; legally acceptable techniques for preserving and documenting evidence; basic human anatomy; commonly used reference points in the measurement of property; investigative interview techniques; reading comprehension; basic arithmetic; and other necessary skills, knowledge, and abilities.

The qualifying written test will be administered in a single half-day session on **SATURDAY, MARCH 29, 2014**, in Los Angeles. Candidates will be notified later by mail of the time and location of the written test.

### **Passing Score for the Qualifying Written Test**

The passing score for the qualifying written test will be determined by Personnel Department staff after the written test is administered. Consideration will be given to the number of candidates taking the test and the existing and anticipated number of vacancies, such that there are a sufficient number of eligibles on the list to satisfy current and future vacancies for the next two years. **Therefore, the passing score for the qualifying written may be set either above or below 70%.**

Candidates must achieve a passing score on the qualifying multiple-choice test in order to be invited to the interview.

The examination score will be based entirely on the interview. In the interview, emphasis will be placed on an evaluation of the adequacy and nature of the candidate's experience, training, and personal qualifications in providing knowledge of: standard techniques of claims investigation sufficient to conduct an investigation and interpret the findings of an investigation; definitions of and the difference between the various concepts of liability; commonly used reference points in the measurement of property; investigative techniques sufficient to gather information from parties and witnesses; and the ability to make judgments on complex legal, medical or other accident-related issues; make decisions in order to conduct investigations without close supervisory input or review; clearly articulate detailed information in response to questions asked by attorneys or in other formal situations, such as court; listen in order to obtain information by phone or in person; present a professional demeanor when dealing with the public in difficult situations; approach and gain the cooperation of hostile or reluctant witnesses; work effectively with others; communicate effectively verbally; and other necessary skills, knowledge, and abilities.

### **NOTES:**

1. This examination is based on a validation study and, as provided by Civil Service Commission Rule 4.20, the written test will not be subject to candidate inspection.
2. Applications are accepted subject to review to ensure that minimum qualifications are met. Candidates may be disqualified at any time if it is determined that they do not possess the minimum qualifications stated on this bulletin.
3. As a covered entity under the Fair Employment and Housing Act and Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and upon request, will provide reasonable accommodations to ensure equal access to its programs, services, and activities. To request a disability accommodation, please complete the Disability Accommodation Form within 14 calendar days of the submittal of the City application. The Disability Accommodation Form can be obtained at [http://per.lacity.org/exams/verify\\_disability.pdf](http://per.lacity.org/exams/verify_disability.pdf).
4. A final average score of 70% in the interview portion of the examination is required to be placed on the eligible list.
5. The promotional list will ordinarily be used ahead of the open competitive list. However, if open competitive candidates receive a higher score, without military credits, than the highest available promotional candidate, after adding seniority credit at the rate of 0.25 of a point for each year of continuous classified City service, the Civil Service Commission, upon request of the appointing authority, may approve certification of such open competitive candidates ahead of the promotional candidates.
6. In conjunction with Civil Service rules, applicants who have received a regular appointment to a City position or are on a reserve list will be considered Promotional candidates while all other applicants will be considered Open candidates.

### **Notice:**

*If you receive and accept an offer of employment to a regular position with the City of Los Angeles, your employee benefit coverage (including health and dental coverage as well as life insurance) will commence approximately six weeks after your original regular appointment. Not all positions in the City receive benefit coverage; you should inquire regarding the availability of employee benefits prior to accepting a position.*

### **THIS EXAMINATION IS TO BE GIVEN BOTH ON AN INTERDEPARTMENTAL PROMOTIONAL AND OPEN COMPETITIVE BASIS**

The City of Los Angeles does not discriminate on the basis of race, religion, national origin, sex, age, marital status, sexual orientation, gender identity, gender expression, disability, creed, color, ancestry, medical condition (cancer), or Acquired Immune Deficiency Syndrome.