



City of Los Angeles

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City of Los Angeles Personnel Department

per.lacity.org

CLAIMS AGENT

Class Code: 1767

Open Date: 02-03-17

(Exam Open to Current City Employees)

ANNUAL SALARY

\$106,801 to \$112,752 and \$110,580 to \$137,369

NOTES:

1. For information regarding reciprocity between the City of Los Angeles departments and LADWP, go to http://per.lacity.org/Reciprocity_CityDepts_and_DWP.pdf.
2. The current salary range is subject to change. You may confirm the starting salary with the hiring department before accepting a job offer.
3. Candidates from the eligible list are normally appointed to vacancies in the lower pay grade positions.

DUTIES

A Claims Agent plans, organizes, directs, reviews, evaluates, and supervises the work of Senior Claims Representatives engaged in investing accidents, third party personal injury, and property damage claims involving the Department of Water and Power, or assists with the above work; supervises investigators and associated clerical staff; negotiates settlement claims; assists Department attorneys in litigation cases; applies sound supervisory principles and techniques in building and maintaining an effective work force; and fulfills equal employment opportunity responsibilities.

REQUIREMENT/MINIMUM QUALIFICATION

Two years of full-time paid experience as a Senior Claims Representative or in a class at that level which provides experience in the investigation of personal injury and property damage accidents and claims involving possible liability on the part of the City for damage incurred by citizens or other agencies.

PROCESS NOTES

1. 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 is met.
2. A valid California driver's license is required. Applicants will be disqualified and not eligible for hire 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).

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 <https://www.governmentjobs.com/careers/lacity/promotionaljobs> 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 16, 2017.**

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

SELECTION PROCESS

After meeting minimum qualifications, candidates will be scheduled for the following:

Examination Weights: Essay **Advisory**
Interview **100%**

The examination score will be based entirely on the interview. In the interview, emphasis may be placed on the candidate's experience, training, and professional development as they have provided the knowledge of: the type and location of local, State, and Federal laws and other information used in claims investigation, including personal liability, personal injury, and property damage cases; investigative techniques including information searches, precise measurement, use of photography and sketches, and interviewing parties involved and witnesses; building construction methods and materials and automotive assembly and operation sufficient to investigate and analyze claims cases; the adequacy and relevancy of evidence and the procedures used to present it before California courts, including Small Claims Court; the legal requirements and uses of process serving sufficient to determine when and how to serve a summons related to a claims case; safety principles and practices, including the safety orders of the California Division of Industrial Safety; selection interview techniques sufficient to conduct and evaluate Civil Service, bid, and certification interviews; pertinent City and Personnel Department rules, policies and procedures, including Equal Employment Opportunity Policies and Memoranda of Understanding (MOUs) as they apply to subordinate personnel; supervisory principles and practices such as planning, delegating, disciplining, evaluating, organizing, and directing; and the ability to perceive and discern the normal range of colors and draw sketches, diagrams, and maps sufficient to identify, describe, and accurately document conditions found during investigations; utilize current technology and computer programs to track claims, claims resolution, and other information as requested by the Department; stay current with industry standards, including technological advances; speak clearly, concisely, logically, and persuasively sufficient to provide or obtain information, explain procedures, policies, and methods of performing tasks, and persuade others to accept policy or opinion; write clearly, concisely, logically, and persuasively sufficient to explain complex information and justify analyses and recommendations; and other necessary skills, knowledge, and abilities.

Candidates will be notified by e-mail of the date, time, and location of the interview, which will be held in Los Angeles. It is anticipated that interviews will begin during the period of **MAY 8, 2017 to MAY 19, 2017**.

Prior to the interviews, candidates will be required to prepare some written material on a topic related to the duties and responsibilities of a Claims Agent. This essay material will not be separately scored, but will be presented to the interview board for discussion with the candidate and for consideration in the overall evaluation of the candidate. Candidates may anticipate that PCs (personal computers) will be made available to type their advisory essay responses.

Candidates must complete the advisory essay. Those who do not complete the advisory essay will not be invited to the interview and will be considered to have failed the examination. Candidates will be notified later by e-mail of the time and location of the advisory essay session which will take place in Los Angeles and will be administered in a single half-day session on **SATURDAY, APRIL 15, 2017**.

NOTES:

1. This examination is based on a validation study.
2. 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.
3. 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.
4. A final average score of 70% is required to be placed on the eligible list.
5. You must have received a regular appointment to a City position or be on a reserve list to file on a promotional basis.
6. Seniority credit at the rate of 0.25 of a point for each year of continuous City service will be added to the weighted test score of each candidate.
7. If in accordance with the Rule of Three Whole Scores all applicants are eligible for appointment consideration, the examination will consist entirely of an evaluation of the candidates' City employment application by Personnel Department staff to ensure that the minimum qualifications have been met.
8. In accordance with Civil Service Rule, Sec. 4.24, review periods may be combined. Candidates in the examination process may file protests as provided in Sec. 4.20, 4.22 and 4.23 as applicable and within the required time frame; however, the Personnel Department may respond to and resolve protests prior to the establishment of the eligible list.

THIS EXAMINATION IS TO BE GIVEN ONLY ON AN INTERDEPARTMENTAL PROMOTIONAL 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.