



COUNTY OF HIDALGO

Department of Human Resources

Job Title: **CLAIMS INVESTIGATOR I**
Grade: 11

The County of Hidalgo Department of Human Resources reserves the right to select candidates considered to be the most highly qualified based on education and experience. The hiring department will interview and select the candidates provided by the Department of Human Resources.

GENERAL DESCRIPTION

Performs (entry-level) claims investigator work; under general direction, works in assisting Claims Investigator II to investigate and process claims against the County and makes recommendation to eliminate and deter future claims.

EXAMPLES OF WORK PERFORMED

Assists in providing advice on making a claim and the processes involved

Assists in investigating claims of property damage and personal injury involving the County of Hidalgo
Assists in investigating reports of premise defects, damages or other potential hazards

Assists in recommending settlement with claimants or legal representatives

Identify and advise appropriate department of problems or situations which present potential liability to County

Assists in gaining information from other professionals, such as the police and medical and technical staff

Respond to inquiries on the proper procedures to file a claim

Assist in processing claims and maintains status files

May travel within a working day (to meet clients) is frequent

Performs related work as assigned

EXPERIENCE AND EDUCATION

Graduation from an accredited four (4) year college or university with major course work in business or related field

One (1) year of experience with investigations related to claims of property damage, personal injury, liability, etc.

Two (2) years of related experience may be substituted for one (1) year of education

CERTIFICATES, LICENSES AND REGISTRATION

Must have a current valid Texas motor vehicle operator's license

Must be able to be insured by the County's insurance carrier

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of investigative techniques

Knowledge of insurance industry practices and procedures

Good numeracy and literacy skills

Initiative and the ability to adapt quickly to different situations

Skill in preparing and maintaining case files

Ability to use tact and diplomacy in all communications

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over twenty-five (25) pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- standing for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the County of Hidalgo Accident Prevention Plan and department's safety regulations