



# COUNTY OF HIDALGO

## Department of Human Resources

Job Title: **CLAIMS INVESTIGATOR II**  
Grade: 13

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*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 (journey-level) claims investigator work; under general direction, works independently to investigate and process claims against the County and makes recommendation to eliminate and deter future claims.

### **EXAMPLES OF WORK PERFORMED**

Investigate claims of property damage and personal injury involving the County of Hidalgo

Investigate reports of premise defects, damages or other potential hazards

Negotiate settlement with claimants and/or attorneys

Recommend settlement amounts pending approval of litigation

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

Respond to inquiries on the proper procedures to file a claim

Will visit claimants in their homes or place of work with occasional office visits or meetings with solicitors and other professionals

Travel within a working day (to meet clients) is frequent, but absence from home at night and overseas travel are both uncommon

Process claims and maintains status files

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

Three (3) years' experience with investigations related to claims of property damage, personal injury, liability, etc.

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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

Organizational and time management skills

An outgoing and confident disposition when dealing with people, often in difficult circumstances

Good numeracy and literacy skills

Skill in negotiating settlements with claimants

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