



Code: 1648

Family: Legal and Regulatory

Service: Administrative

Group: Statistical, Technical, and Analytical

Series: Real Estate and Legal

CLASS TITLE: CLAIMS INVESTIGATOR

CHARACTERISTICS OF THE CLASS

Under general supervision, investigates, evaluates, and negotiates tort claims against the city and provides support on pre-litigation and litigation matters, and performs related duties as required

ESSENTIAL DUTIES

- Participates in the claims adjustment process for the city in order to assess alleged damages in tort matters
- Coordinates efforts with city departments to obtain pertinent records and collaborates with expert witnesses in pending claims investigations
- Conducts field investigation work by taking photographs, interviewing witnesses and gathering evidence in order to determine the extent of liability
- Negotiates claims settlements with individuals, self-insured entities and claimants' insurance carriers and submits recommendations for approval
- Analyzes information and prepares reports summarizing findings and proposed recommendations
- Reviews and provides oversight of the claims evaluations and proposed recommendations for claims resolution issued by the third party claims administrator
- Reviews and verifies the validity and accuracy of invoices submitted for the repair or replacement of damaged property
- Maintains records and files of investigative activities

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree, plus two (2) years of work experience investigating and evaluating general liability claims, **OR**
- Graduation from an accredited college or university with a Master's degree or higher, plus one (1) year of work experience investigating and evaluating general liability claims

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required
- Availability to work on an on-call basis is required

WORKING CONDITIONS

- General office environment
- Exposure to outdoor weather conditions
- Exposure to hazardous situations (e.g., crime scenes, environmental dangers)

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Photographic and video equipment

PHYSICAL REQUIREMENTS

- Ability to walk and stand for extended or continuous periods of time
- Ability to access multi-level buildings and cramped areas

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- *investigation and inspection methods, techniques, practices and procedures
- *evidence collection and analysis methods, practices, and procedures
- *commercial general liability, property and casualty insurance policies

Some knowledge of:

- *applicable computer software packages and applications
- *customer service techniques
- geographical locations in the City
- record keeping and report preparation methods, practices and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE ENGAGEMENT - Give full attention to what other people are communicating, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- COMPLEX PROBLEM SOLVING – Identify complex problems and review related information to develop and evaluate options and implement solutions
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *NEGOTIATION – Bring others together and trying to reconcile differences
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand

- **COMPREHEND WRITTEN INFORMATION** - Read and understand information and ideas presented in writing
- **WRITE** - Communicate information and ideas in writing so others will understand
- **REASON TO SOLVE PROBLEMS** – Apply general rules to specific problems to produce answers that make sense
- **MAKE SENSE OF INFORMATION** - Quickly make sense of, combine, and organize information into meaningful patterns
- **REACH CONCLUSIONS** - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- **PERSISTENCE** - Persist in the face of obstacles on the job
- **INITIATIVE** - Demonstrate willingness to take on job challenges
- **LEADERSHIP** – Demonstrate willingness to lead, take charge and offer opinions and direction
- **COOPERATION** – Be pleasant with others on the job and display a good-natured, cooperative attitude
- **CONCERN FOR OTHERS** – Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- **DEPENDABILITY** – Demonstrate reliability, responsibility and dependability and fulfill obligations
- **ATTENTION TO DETAIL** - Pay careful attention to detail and thoroughness in completing work tasks
- **ANALYTICAL THINKING** - Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
November, 2018; May, 2025