

**COUNTY OF SOLANO**  
**CLASS SPECIFICATION**  
**CLAIMS and CIVIL LITIGATION MANAGER**

**CLASS SUMMARY:**

Under general direction, analyzes, reviews, investigates, and adjusts liability claims filed against the County; coordinates, and oversees the claims processing and claims management activities; provides advice and consultation to County Counsel and the Board of Supervisors on the status and settlement of claims; conducts pre-trial investigations and discovery in tort and civil litigation where the County or its officers and employees are a named party; sets reserves; settles claims up to a pre-determined amount; generates reports regarding claims and litigation expenditures; performs all claims and investigations work; recommends and administers policies and procedures; and represents the County during litigation hearings held in Small Claims Court.

The class/position is an at-will position, exempt from civil service. The incumbent serves at the discretion of the Appointment Authority.

**DISTINGUISHING CHARACTERISTICS:**

This is a single position classification allocated to the Office of the County Counsel distinguished from the

- Deputy County Counsel series in that incumbent will represent the County during litigation hearings held in Small Claims Court.
- Risk Manager, which is responsible for the planning, implementation and coordination of the County's self-insured Worker's Compensation, Casualty Loss Programs and County Safety program.
- Compliance and Quality Assurance Manager, which serves as chief of the Compliance and Quality Assurance Division planning, directing, supervising and coordinating the activities and operations of that division within the Department of Health and Social Services.

**SUPERVISION RECEIVED AND EXERCISED:**

Works under general direction from the County Counsel.

May provide technical and functional supervision to clerical and technical level staff.

**ESSENTIAL DUTIES:**

- Reviews and approves general liability, automobile liability, employee personal property and subrogation claims, and incident reports completed and submitted by employees; obtains supporting information pertaining to claims;
- Reviews and evaluates merits of claims and estimates potential financial impact and litigation exposure;
- Prepares Government Tort Claims Act rejection notices;

- Makes recommendations to County Counsel to accept, settle or deny claims above the designated level of authority; prepares recommended settlements for evaluation by the County Counsel; and authorizes settlement of claims during the litigation phase, in conjunction with County Counsel;
- Advises County Counsel on recommendations to be made to the Board of Supervisors on claims; prepares documentation on claims above a specified amount for review and approval by the Board of Supervisors;
- Makes presentations to the Board of Supervisors and other County officials during closed session regarding the evaluation of claims and recommended actions in response to claims and civil litigation;
- Negotiates settlements with claimants or their representatives within prescribed limits;
- Uses general principles of discovery to reconstruct accidents, review results of drug tests, and determine emotional stresses of persons involved in accidents;
- Evaluates settlement processes pertaining to claims and litigation;
- Develops and maintains claims and litigation records using manual and automated record keeping systems;
- Reviews and generates records and computerized reports for accuracy, completeness, and conformance with County policy and procedures; processes and tracks expenses and indemnity payments for ad hoc reporting, actuarial studies and budget preparation;
- Represents the County during settlement conferences prior to trials; represents the County in Small Claims Court proceedings;
- Provides testimony on claims investigation during court and arbitration hearings and proceedings;
- Interacts with managers of County departments for the investigation, negotiation, settlement, trial preparation and/or risk prevention of cases and claims;
- Reviews and evaluates reports prepared by medical personnel, legal personnel, or other subject matter experts to determine liability and damages;
- Works with assigned counsel on legal issues relating to claims forwarded for litigation;
- Investigates, evaluates, and appraises claims filed by the County against third parties for damages to County property or injury to County employees;
- Obtains and reviews claims submitted by County employees for damages to personal property; prepares reports and correspondence recommending decisions on claim reviews, and presents findings, recommendations, and proposed settlement amounts to County Counsel, executive managers, or County employees;
- Meets and confers with counsel to retain expert consultants;
- Provides training to other departments regarding general liability claims and accident response procedures while on County business; and
- Analyzes collected information, data and items of evidence for completeness, adequacy, and relevance.

Performs other duties of a similar nature or level as assigned.

## **EDUCATION AND EXPERIENCE:**

Education: A Bachelor's degree from an accredited college or university with a major preferably in Public Administration, Business Administration, Finance, Accounting, or a related field; **AND** five (5) years of professional level experience reviewing, evaluating, investigating, and settling public entity tort liability claims, which must have included bodily injuries, personal injuries, and damages to properties, as well as litigation management.

**Note:** Additional experience may substitute on a year for year basis for the educational requirement.

## **LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:**

A valid California Class C driver's license, which must be kept current while employed in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

### **Knowledge of:**

- Principles, practices, methods, and techniques used to supervise, train, and evaluate the work of employees.
- Practices and procedures of administering claims including investigation, evaluation and settlement strategies.
- Investigation methods and techniques used to collect evidence.
- Accident reconstruction principles and methods.
- Techniques in obtaining clear and accurate photographs.
- Techniques in obtaining recorded and/or written statements.
- Technical terminology used in the medical profession and general principles of psychology relating to the cause and treatment of injuries and emotional stress claims.
- Effective case management and office procedures pertaining to organizing and prioritizing assignments, processing claims and investigations, retaining files, assigning files, and developing new or revising existing forms.
- California Government Tort liability statutes.
- General case law governing tort liability.
- California Vehicle Code, California Government Code, and legal decisions pertaining to personal, casualty and property liability as well as federal law as it applies to constitutional claims in civil litigation.
- Civil litigation management and industry best practices.
- Legal limitations on evidence collection, including Penal Code and other state laws establishing privileges and confidentiality of personal information and criminal justice histories.

- Basic mathematics as applied to calculating valuation and depreciation amounts.
- General principles of physics and chemistry to evaluate the dynamics of accident reconstruction and/or drug testing.
- General principles of psychology to evaluate medical specialties related to emotional stress claims.
- General principles of accounting for computer generated reporting.
- Computer application programs commonly used in the position (e.g., email, word processing, spreadsheet, database, presentation software).
- Telephone, office, and on-line etiquette.
- County customer service objectives and strategies.
- Current technology and trends in the profession.

**Skills and/or Ability to:**

- Independently prioritize and organize caseloads and respond to claims in a timely and efficient manner in order to meet strict timelines.
- Effectively perform and complete the most complex, difficult, and sensitive public liability claims work.
- Read, understand and interpret public liability and related case law, rules, and official documents.
- Gather, secure, assemble, analyze and evaluate facts and evidence to draw logical conclusions and make sound recommendations.
- Tactfully secure evidence and personal admissions when obtaining statements from witnesses.
- Collect and compile information from a variety of sources including written and/or recorded statements related to claims.
- Effectively resolve conflict and exercise tact, instruction, persuasion, and counseling techniques during conferences, closed sessions, hearings, interviews, group discussions, and negotiations.
- Establish effective working relationships with management, employees, employee representatives, members of the public, and representatives of outside agencies representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.
- Communicate effectively when speaking to persons on an individual or group basis and when making presentations during conferences, closed sessions, hearings, interviews, group discussions, and negotiations.
- Communicate effectively in a clear and concise manner, when preparing reports, correspondence, and other written documents.
- Use computers, software applications, and modern office equipment to accomplish work.
- Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

**PHYSICAL REQUIREMENTS:**

- Mobility and Dexterity: Positions in this class typically require stooping, kneeling, reaching, standing, walking, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.
- Lifting, Carrying, Pushing and Pulling: Employees in this class exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- Vision: Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer screen, read, etc. Positions in this class also requires employees to have depth perception in order to operate a motor vehicle.
- Hearing/Talking: Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word.

**WORKING CONDITIONS:**

- Employees in this class will most often be working in an office setting.

**OTHER REQUIREMENTS:**

- Background Checks: The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class. The background check may include the State of California Department of Justice, the Federal Bureau of Investigation (FBI), the Child Abuse Central Index (CACI), and criminal checks in any City/County where the applicant has lived, worked or gone to school.
- Independent Travel: Incumbents are be required to travel independently, for example, to perform work at other work sites, to conduct investigations in the field, attend meetings with other County employees, attend meetings with third parties, etc.
- Hours of Work: Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.

**CLASS HISTORY AND CLASS INFORMATION:**

*Kimberly Williams*

**Director of Human Resources**

- Date Approved by the Director of Human Resources: 4/27/21
- Date Class Title Added to the Listing of Classes & Salaries by the Board of Supervisors: 4/27/21
- Class Code: