



City of Baltimore - Department of Law

Claims Investigator

Overview

The Central Bureau of Investigation (CBI) group investigates, adjusts and settles claims brought against the Mayor and City Council. The team is looking for a **claim investigator (adjuster) that will investigate general liability, automobile liability, and other claims against the City.**

Essential Duties and Responsibilities *(not inclusive)*

- Investigates general liability, automobile liability, and other claims to determine and obtain the facts on claim cases, visit accident sites, secure written statement of witnesses, and interview claimants.
- Create and maintain files on all claims to ensure property and timely processing of cases.
- Enter information into a claim system including notes, reserves, and payments.
- Negotiates with claimants and recommends settlement of liability cases or unresolved claims, when appropriate.
- Confer with City attorneys and other personnel to discuss issues and facts.
- Schedule independent adjusters and other experts for medical, automobile, and property damage evaluations.

Relevant Knowledge and Skills

- Knowledge of laws and statues applicable to general liability claims
- Knowledge of basic anatomy and medical terminology
- Knowledge of procedures applicable to general liability claims
- Knowledge and laws and statues applicable to automobile liability
- Skill in interviewing people
- Skill in investigating and researching facts
- Ability to compose detailed statistical and narrative reports
- Ability to establish and maintain effective working relationships with City officials and lawyers, business owners and their staff
- Ability to communicate effectively, both orally and in writing
- Ability to review and resolve claims cases
- Ability to deal effectively with others during claims investigations

Education & Experience Requirements

Requirements – A bachelor's degree from an accredited college or university and three years of field or office experience investigating general/auto liability claims

Equivalencies – Equivalent combination of education and experience

License, Registration & Certificate Requirements

- N/A

Compensation

The starting salary for this position is \$82,500 and is commensurate with education and experience and includes an excellent benefits package.

To Apply

Qualified individuals should submit a **detailed resume, cover letter with salary requirements to:**

Onica Barnes, Chief of Operations

law.hiring@baltimorecity.gov

Subject: Law Department Assistant Solicitor

NOTE: Candidates under final consideration will be required to undergo and pass a background check and drug/alcohol test.

The City of Baltimore is an Equal Opportunity Employer