



State of New Mexico
Classification Description

PROPERTY AND CASUALTY ADJUSTER

General Summary

Investigates, negotiates, adjusts and settles claims filed including general liability claims; applies knowledge of applicable laws and policies to determine disposition of claims and performs a variety of technical tasks relative to assigned areas of responsibility.

Property and Casualty Adjuster I

Jobcode: C10323

Pay Band: 70

FLSA Status: Non-Exempt

Distinguishing Characteristics

This is the entry level of the classification series. Incumbents at this level process and document low to mid severity level property & casualty claims, ensuring compliance with relevant policies, procedures, and legislation. Serves as liaison with external agencies and regulatory bodies in the administration of claims and in the care and disposition of claimants.

Recommended Education and Experience for Full Performance

Bachelor's degree in any field and four (4) years of claims adjustment or insurance investigative experience. Possession of a valid New Mexico Adjuster License.

Minimum Qualifications

Associate's degree in any field and two (2) years of claims adjustment or insurance investigative experience. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling four (4) years may substitute for the required education and experience. Possession of a valid New Mexico Adjuster License within 180 days from date of hire.

Essential Duties and Responsibilities*

- Negotiates, adjusts and settles claims filed against the Public Liability Fund or the Property Fund including property claims and/or casualty claims.
- Investigates property and/or casualty claims filed against the State for causation and compensability; assesses loss; determines coverage as appropriate under applicable laws and policies.
- Interviews claimants and witnesses; inspects accident sites, obtains pertinent documents; obtains written and recorded statements.
- Recommends settlement of assigned claims in accordance with applicable laws and policies; ensure claims are reported to appropriate agency.
- Maintains records, documents plans of action concerning new or ongoing claims; documents all relevant information to provide a clear history of events and a proper audit trail; accurately reports information within the established time frames and guidelines; prepares statistical reports and submits documentation to requesting agencies as required.
- Reviews and approves vendor invoices.
- Evaluates claims for potential third party or subrogation recovery.

Property and Casualty Adjuster II

Jobcode: C10324

Pay Band: 75

FLSA Status: Exempt

PROPERTY AND CASUALTY ADJUSTER

Distinguishing Characteristics

This is the senior level of the classification series. Incumbents at this level process and document the most complex, mid to high severity level property & casualty claims, ensuring compliance with relevant policies, procedures, and legislation. Serves as liaison with external agencies and regulatory bodies in the administration of claims and in the care and disposition of claimants.

Recommended Education and Experience for Full Performance

Bachelor's degree in any field and six (6) years of claims adjustment or insurance investigative experience. Possession of a valid New Mexico Adjuster License.

Minimum Qualifications

Associate's degree in any field and four (4) years of claims adjustment or insurance investigative experience. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling six (6) years may substitute for the required education and experience. Possession of a valid New Mexico Adjuster License.

Essential Duties and Responsibilities*

- Negotiates, adjusts and settles the most complex claims filed against the Public Liability Fund or the Property Fund.
- Participates in mediation, settlement conferences, arbitrations or other legal proceedings in an attempt to settle assigned cases.
- Investigates property and/or casualty claims filed against the State for causation and compensability; assesses loss; determines coverage as appropriate under applicable laws and policies.
- Interviews claimants and witnesses; inspects accident sites, obtains pertinent documents; obtains written and recorded statements.
- Recommends settlement of assigned claims in accordance with applicable laws and policies; ensure claims are reported to appropriate agency.
- Assists in litigation proceedings; gathers data, provides investigation results and prepares related documentation.
- Provides training and mentoring to Property and Casualty Adjuster I on high impact claims, logistics and project management.
- Maintains records, documents plans of action concerning new or ongoing claims; documents all relevant information to provide a clear history of events and a proper audit trail; accurately reports information within the established time frames and guidelines; prepares statistical reports and submits documentation to requesting agencies as required.
- Coordinates with and assists other departments with insurance related questions pertaining to property and/or general liability.
- Reviews and approves vendor invoices.
- Evaluates claims for potential third party or subrogation recovery.

Bargaining Unit: Not Represented

Statutory Requirements:

Conditions of Employment:

Working Conditions: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions* and the *recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

PROPERTY AND CASUALTY ADJUSTER

Established: 4/5/2018

Revised: 9/05/2019 (min quals change)

**Essential Duties and Responsibilities are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of duties. Classification description subject to change. Please refer to SPO website (www.spo.state.nm.us) to ensure this represents the most current copy of the position.*