



Claims Adjuster II

Job Code	20001064	Job Family	Financial Management & Controls	Professional / Knowledge Worker	
Department	Financing & Risk Management	Reports to	Sr Mgr Trsr Risk Mgmt & Supply	Union Status	Non-Represented
FLSA Status	Exempt	Pay Grade	2054	This Job is a Lead	No
Last Updated	12/1/2022				

Accountability for Workplace Culture

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our Mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

1. Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
2. Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
3. Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
4. Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
5. Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
6. Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

Job Summary

Works cooperatively with and in support of the Manager of Risk Management to maintain the appropriate disposition of claims filed on behalf of and against the District. Maintain the application of local, state, and federal laws and regulations as a liaison between third parties and the District's insurance carriers through effective evaluation of facts sufficient to protect from and prevent the misappropriation of District assets. Assess and recommend changes to contractual agreements sufficient to ensure business continuity, and minimize risk exposure faced by District operations. Maintain the research and analysis to support the development of business processes that impact the District's Risk Management functions while also supporting its internal controls over compliance, financial and managerial reporting, business applications, and data governance. Maintain the District's core values as well as its cost and fiscal management and strategic priorities.

Accountabilities

Accountability #1

Claims Coordination: Achieving the highest level of employee and community trust in how the District manages claims by: Maintaining the evaluation of facts to determine loss coverage; maintaining the investigation, damage verification, negotiation, and value assignment for a professional resolution of complex liability claims; maintaining the mitigation of overall exposure to risk and misappropriation of assets; monitoring loss reserves to maintain assurance of their adequacy; acting in coordination with and providing leadership for District department representatives, the public, and other stakeholders throughout the claims investigation, resolution, settlement, and recovery processes; maintaining the professional, accurate, complete and timely data entry of documentation to support the District's claims programs; and similar responsibilities.

Accountability #2

Insurance Coordination: Achieving the highest level of employee and community trust and demonstrate outstanding value relative to costs to our customers by: maintaining the provision of complex technical and practical advisement at the division, department, work group, and employee level regarding the fulfillment of insurance coverage requirements, supporting documentation, and the related mitigation of risk over physical and financial losses in a cost effective manner; maintaining the negotiation, placement, and monitoring of District insurance policies with third parties such as insurance carriers, brokers, and other third party agents; maintaining the development, implementation, and maintenance of insurance requirements, including periodic asset inspection, inventory, or analysis; and similar responsibilities.

Accountability #3

Contractual Risk Management: Achieve the highest level of employee and community trust in how the

District manages contractual risk by: maintaining the development, implementation and monitoring of contractual review processes that will limit the District's exposure to uncertainty, liability, business continuity, and financial risks to facilitate efficient and cost effective Risk Management programs; maintaining the strategic collaboration, negotiation, and dispute resolution between internal and external partners to perfect professional, accurate, and legally binding contractual documents; and similar responsibilities.

Accountability #4

Compliance: Achieve the highest level of employee and community trust in how the District manages compliance by maintaining the District's accountability to Federal, State and Local agencies by: maintaining the consistent application of knowledge in how the District's Risk Management programs are impacted by case law, statutes, regulations, or District specific policy such as Collective Bargaining Agreement(s), OIC, RCW, WAC's, PCI, PII, NERC-CIP and other authoritative bodies; providing research and analysis to maintaining the resolution of complex Risk Management questions; maintaining the design, development, and the maintenance of Risk Management program documentation sufficient to comply with audits requiring, claims, insurance, and contractual risk management support; and similar responsibilities.

Accountability #5

Reporting: Achieve the highest level of employee and community trust in how the District manages reporting and its transparency to the District's rate payers and stakeholders by: maintaining in the consistent application of internal controls and District policy over the District's claims, insurance, and contractual risk management activities sufficient to mitigate risks to the completeness, accuracy, and timeliness of internal and external reporting; maintaining the research, development and analysis of ad hoc managerial reporting to aid decision making; maintaining the design, development and delivery of monthly, quarterly, and annual internal and external analytical and financial reporting and key performance indicator tools as they pertain to claims, insurance, and contractual risk management activities; and similar responsibilities.

Accountability #6

Relationship Management: Deliver exceptional value to our customers through effective cross-functional partnerships and collaboration by: maintaining the District's ability to continuously improve business processes that impact the provision of a systematic and disciplined approach to Risk Management processes; maintaining the development of a culture of caring, mutual respect, and trust that develops positive working relationships at the District's division, department, work group, and employee, and external service provider levels; responding to and providing complex guidance on internal and external inquires as a member of the Risk Management team; maintaining Risk Management program requirements to ensure they are positively represented; providing leadership to ad hoc committees; maintaining the development of goals and objectives; promoting the District's core values; and similar responsibilities.

Accountability #7

Business Application / Data Management:Increasing the public’s confidence in the quality of the District's claims, insurance, and contractual risk management by maintaining integrity over the District’s Risk Management related business applications and data by: maintaining the continuous assessment of risks related to complex claims, insurance, and contractual risk requirements; maintaining the consistent application of systematic business processes; maintaining data warehouses and tables; working cooperatively with other departments to design, implement, and maintain the flow of claims, insurance, and contractual risk data between District systems, workgroups, data processing vendors, third party administrators, and regulating agencies is timely, accurate and complete; and similar responsibilities.

Accountability #8

Leadership and Governance:Support the Manager of Risk Management to maintain the District’s dedication to its mission, safety, a supportive work environment, and community leadership by: maintaining the application of its claims, insurance, contractual risk and Risk Management business processes in parallel with District strategic priorities; maintaining the quality control review and oversight over Risk Management reporting and analysis deliverables in a manner that provides positive development and career growth; maintaining the research, guidance and training provided to the Risk Management teams to maintain the commitment to employees and the community; and similar responsibilities.

Accountability #9

Accountability #10

Minimum Qualifications Note

The minimum qualifications listed below are representative of the knowledge, skills, and abilities needed to perform this job successfully, as described in the Accountabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential Accountabilities (duties and responsibilities) of this position. If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please contact Human Resources at HRRecruiting@snopud.com, or by phone at 425-783-8655.

Qualifications – Education and Experience

Minimum Required Education and Experience:

Bachelor's Degree in Risk Management, Accounting, Finance, Business, or related field, AND Two (2) years of progressively more responsible risk management or related experience;

OR

Associate Degree in Risk Management, Accounting, Finance, Business, or related field, AND Four (4) years of progressively more responsible risk management or related experience;

OR

Six (6) years of progressively more responsible risk management or related experience.

Preferred Education and Experience:

Master's Degree in Risk Management, Accounting, Finance, Business, or related field.

Qualifications – License(s) and/or Certification(s)

Minimum Required License(s) and/or Certification(s):

Washington State Driver's License

Preferred License(s) and/or Certification(s):

Washington Insurance Adjuster License Associate in Claims (AIC)

Associate in Risk Management (ARM)

Chartered Property Casualty Underwriter (CPCU)

Qualifications – Skills and Abilities

Minimum Required Skills and Abilities:

Insurance and claims practices and procedures. Accounting and bookkeeping practices.

Computer applications including risk management software, word processing, spreadsheets, and ERP applications.

Business writing skills.

Customer service practices and principles. Business concepts/theories/practices.

Organizational systems, problem identification and analysis techniques.

Research, analytical and problem-solving tools, and techniques.

Learn District computer systems and applications.

Communicate and work effectively with all levels in the organization, insurance carriers, outside agencies and the public.
Negotiate in a professional and respectful manner. Research and problem solve.
Proactively and constructively deal with conflict.
Apply effective customer service techniques.
Use independent and discretionary judgment.
Represent the District in court cases.
Work with confidential information appropriately.
Apply state insurance code and applicable statutes and regulations.
Maintain accurate record systems and standards.
Work effectively as a team member.
Learn, interpret, and apply District directives and policies.

Preferred Skills and Abilities:

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as “Professional / Knowledge Worker”.

- Adaptability
- Building Customer Loyalty
- Building Partnerships
- Communication
- Continuous Improvement
- Continuous Learning
- Courage
- Decision Making
- Earning Trust
- Emotional Intelligence Essentials
- Facilitating Change
- Influencing
- Initiating Action
- Innovation
- Leveraging Feedback
- Mentoring
- Planning and Organizing

- Positive Approach
- Professional Knowledge and Aptitude
- Stress Tolerance
- Technology Savvy
- Valuing Differences
- Work Standards

Physical Demands

Physical Demands List

Frequency

Sit	Frequent (34-66%)
Walk	Occasional (11-33%)
Stand	Occasional (11-33%)
Drive	Seldom (1-10%)
Work on ladders	Seldom (1-10%)
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Seldom (1-10%)
Twist	Seldom (1-10%)
Bend/Stoop	Seldom (1-10%)
Squat/Kneel	Seldom (1-10%)
Crawl	Seldom (1-10%)
Reach	Seldom (1-10%)
Work above shoulders (note specific activity in open text box below)	Seldom (1-10%)
Use Keyboard /mouse	Frequent (34-66%)
Use wrist (flexion/extension)	Seldom (1-10%)
Grasp (forceful)	Seldom (1-10%)
Fine finger manipulation	Constant (67-100%)
Operate foot controls	Never
Lift (note weight in open text box below)	Never
Carry (note weight in open text box below)	Never
Push/Pull (note specifics in open text box below)	Never
Work rapidly for long periods	Seldom (1-10%)
Use close vision	Frequent (34-66%)
Use distance vision	Seldom (1-10%)
Use color vision	Never
Use peripheral depth perception	Seldom (1-10%)
Speak	Constant (67-100%)
Hear	Constant (67-100%)

Additional Physical Demands not listed above and associated frequency below.

Mental Demands

Communication	Frequency
Understand and carry out simple oral instructions	Frequent (34-66%)
Understand and carry out complicated oral instructions	Frequent (34-66%)
Train other workers	Seldom (1-10%)
Work alone	Occasional (11-33%)
Work as a member of a team	Constant (67-100%)
Follow standards for work interactions	Constant (67-100%)
Write communications for clarity and understanding	Constant (67-100%)
Speak with clarity with others	Constant (67-100%)
Comprehension	Frequency
Read and carry out simple instructions	Frequent (34-66%)
Read and carry out complicated instructions	Frequent (34-66%)
Retain relevant job information	Constant (67-100%)
Reasoning	Frequency
Read and interpret data	Constant (67-100%)
Count and make simple arithmetic additions and subtractions	Constant (67-100%)
Use intermediate and/or advanced math	Occasional (11-33%)
Organization	Frequency
Plan own work activities	Constant (67-100%)
Plan work activities of others	Occasional (11-33%)
Direct work activities of others	Occasional (11-33%)
Resilience	Frequency
Work under pressure	Constant (67-100%)
Work for long periods of time	Constant (67-100%)
Work on several tasks at the same time	Constant (67-100%)

Additional Mental Demands not listed above and associated frequency below.

Work Environment

Environmental Conditions List

Environmental Conditions List	Frequency
Exposure to weather	Seldom (1-10%)
Wet and/or humidity	Seldom (1-10%)
Atmospheric conditions	Seldom (1-10%)
Confined/restricted working environment	Seldom (1-10%)
Vibratory Tasks – High	Seldom (1-10%)
Vibratory Tasks – Low	Seldom (1-10%)

Additional Environmental Conditions in this job not listed above and the associated frequency below.

Risk Conditions List

Risk Conditions List	Frequency
Exposure to Heights	Seldom (1-10%)
Exposure to Electricity	Seldom (1-10%)
Exposure to Toxic or Caustic Chemicals	Seldom (1-10%)
Working with Explosives	Never
Exposure to Radiant Energy	Seldom (1-10%)
Extreme Cold	Seldom (1-10%)
Extreme Hot	Seldom (1-10%)
Proximity to Moving Mechanical Parts	Seldom (1-10%)
Noise Intensity	Seldom (1-10%)
Exposure to animals	Seldom (1-10%)
Working with angry customers	Occasional (11-33%)

Additional Risk Conditions present in this job not listed above and the associated frequency below.

On-Call Status and Frequency

On-Call is required.

- Yes
 No

On-call activities and frequency.

Occasionally - 1x quarter or 4-6 times a year 0

Work Location

The primary assignment for this position is:

- Remote
- Office Hybrid
- On-Site
- Field/Job Site

While this description has provided an accurate overview of responsibilities, it does not restrict management's right to assign or reassign duties and responsibilities to this job at any time. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees or the organization to complete the work identified. In order to serve our customers best, each employee will offer their services wherever and whenever necessary to ensure the success of the District in serving our customers, to further the safety, health, and inclusivity of employees and the public, and achieve expectations of the District overall, while also remaining flexible in recognition of the employee's wellbeing.