



Illinois Department of Transportation

Memorandum

To: DEPUTY SECRETARIES, DIRECTORS AND BUREAU CHIEFS
From: Dianna L. Taylor
Bureau Chief of Personnel Management
Subject: Technical Vacancy
Date: May 18, 2017

Attached are the Position Summary Sheet and Position Description for the vacant technical position listed below. Please post this vacancy announcement May 19, 2017 in the designated areas.

The deadline for applicants to submit their names for consideration is **4:30 p.m.** on **Friday, June 2, 2017**. Applicants will not be accepted after that time and date.

NOTE: Applications will be accepted from qualified permanent DOT employees only. Please be advised that if a high volume of applications are received, the applications may be screened to establish a smaller pool of applicants for interview. The screening will be based on the information contained in the application.

All applicants will receive a position description for the position they are applying for. If you have any questions, please contact the Bureau of Personnel Management at 217/782-5594.

TM V

Region II Claims Manager
Bureau of Claims
Office of Chief Counsel
Springfield

Attachments
41456

Technical Applications (PM 1080 rev 9/19/16) **must be received** by the Bureau of Personnel Management, Room 113, 2300 South Dirksen Parkway, Springfield, IL 62764 (Fax# 217/557-3134) or emailed to DOT.CO.BPM.EmploymentApplications@Illinois.gov by **Friday, June 2, 2017**, 4:30 p.m. Please include address, daytime phone and position for which applying if not already listed on application. Applicants will be notified in writing to schedule interviews.

NOTE: Applications will be accepted from qualified permanent DOT employees only. Please be advised that if a high volume of applications are received, the applications may be screened to establish a smaller pool of applicants for interview. The screening will be based on the information contained in the application.



**Illinois Department
of Transportation**

An Equal Opportunity Employer

Position Summary Sheet

Classification:	Technical Manager V	Salary Range:	\$6,020 - \$10,210
Position Title:	Region II Claims Manager	Union Position:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Position Number:	PW415-23-30-102-00-01	IPR#:	41456

Office/Central Bureau/District/Work Address:

Office of Chief Counsel/Bureau of Claims/2300 S. Dirksen Parkway, Springfield, IL

Description Of Duties:

This position is accountable for assisting the Bureau Chief of Claims and Chief Counsel in the overall development and coordination of claims policy and directives; monitoring compliance and conformance to existing policy; and conducting audits, reviews and special studies with respect to all claims under its direction; and administering general liability, automobile liability, damage to departmental property, lapsed appropriation claims and other accounts receivable activities in Region II.

Special Qualifications:

Required:

- Valid driver's license
- Region-wide and occasional statewide travel

Desired:

- Four years of college preferably with courses in business or public administration, law, pre-law or related fields
- Seven years of claims /insurance experience of increasing responsibilities
- Supervisory experience

Shift/Remarks:

8:00 am - 4:30 pm / Monday - Friday

**ILLINOIS DEPARTMENT OF TRANSPORTATION
POSITION DESCRIPTION**

DATE:	April 1, 2016	POSITION:	Region II Claims Manager
APPROVED BY:	<u>William Barnes</u>	OFFICE:	Chief Counsel/Bureau of Claims
CODE:	PW415-23-30-102-00-01	REPORTS TO:	Bureau Chief

Position Purpose

This position is accountable for assisting the Bureau Chief of Claims and Chief Counsel in the overall development and coordination of claims policy and directives. This position monitors compliance and conformance to existing policy and conducts audits, reviews and special studies with respect to all claims under its direction. This position is accountable for administering the general liability, automobile liability, damage to Department property, lapsed appropriation claims and other accounts receivable activities in Region II.

Dimensions

Staff	3 Direct, 4 Indirect
Subordinates:	\$150,600 to \$253,680
Claims Cases:	Number: 5,000 Value: \$7,000,000
Litigation Cases:	Number: 300 Value: \$7,000,000-\$10,000,000
Damage to Property Cases:	Number: 3,000 Value: \$8,000,000 - \$10,000,000
Automobile and Equipment Cases:	400

Nature and Scope

This position reports to the Chief, Bureau of Claims as does the Region I Senior Claims Manager, the Workers' Compensation Risk Manager and a secretary. Reporting to this position are Region II Claims Analyst, Assistant, Examiner and Technician.

This position is accountable for responding as the central bureau for all claims occurring in Region II made by the Department for damage to departmental property, auto and equipment damage claims; as well as general liability claims, automobile liability claims, and lapsed appropriation claims made against the Department within the region. This position is the Department's principal authority in determining liability to ensure that each tort claim is properly investigated, negotiated, compromised, settled or denied in the best interest of the Department. Comparative negligence laws require the incumbent to exercise a great degree latitude in the analysis of negligence and causation for each claim. The analysis and evaluation become extremely complex where there are multiple claimants and defendants. Once tort liability is determined, subject to authority, s/he approves payment for claimant's personal injuries, death or property damage. Based upon the severity of the injury and the amount of damage, s/he negotiates, settles or denies claims with the public, insurance companies, other governmental entities and/or plaintiff/claimant attorneys. The incumbent responds to legal discovery and prepares and assists in the formulation of confidential defense and defense strategies for use by the Attorney General in tort matters which are before the Court of Claims and/or civil actions brought in the state's circuit court system; and further appears as the Department's representative at hearing or trial. The incumbent has authority to independently negotiate and settle liability claims up to a maximum of \$25,000, without further supervisory authorization. The incumbent is accountable for administration, review, and the initial determination of liability for property damage, automobile liability and general liability claims, and lapsed appropriation cases in Region II. The incumbent serves as the Department's Auto Liability Coordinator and liaison to the Department of Central Management Services, Risk Management Division in the analysis, liability review, and interpretation of *Auto Liability Policies and Procedures*.

The greatest challenge of this position is to ensure that all claims cases are handled in accordance with federal/state laws and departmental policies and procedures. A typical problem for this position includes the minimization of a risk exposure; early identification of the risk exposure; full, complete and thorough claim investigation; and the resolution or defense liability issues.

This position determines if an asset recovery claim is to be made. These asset recoveries include, but are not limited to, third party damage to highway appurtenances, bridge structural damages, and hazardous material spills. Asset recovery claims include recoveries for contractual overpayments to consultants, local government(s) reimbursement for their share of construction contracts, maintenance agreements and local agency agreements; and forcible entry and detainer actions for eviction of tenants occupying departmental property by lease or rental agreement. S/He recovers reimbursement from former or current employees who were overpaid wages and refuse to repay the Department for the overpayment. S/He determines if the Department should refer disputed asset recovery cases for legal action by the Attorney General, contracted collection agencies and Illinois Office of the Comptroller and serves as the Department's representative and advocate. The incumbent performs or supervises the investigation, interview of employees, documentation and evidence-gathering for use by the Attorney General in the prosecution of asset recovery matters which are brought in the state's judicial circuit court system and further appears as the Department's representative at hearing or trial. The incumbent, under authority delegated by the Secretary, determines the obligation to pay a debt to the Department and subsequently files the debt as an offset claim with the Illinois Office of the Comptroller pursuant to 15 ILCS 405/10.05. The incumbent supervises the region's administration of lapsed appropriation cases, ensures the appropriate and timely response of Department Reports that are filed with the Court of Claims and maintains an accurate record of lapsed appropriation balances. The incumbent works closely with the Department's FOIA officer in compliance to the handling of Freedom of Information Act (FOIA) requests, subpoenas and the coordination of witness testimony by current and former Region II employees as may relate to tort, auto or asset recovery claims. S/He recommends and implements the appropriate collection/recovery action to be taken against employees for gross negligence and willful misconduct where there is resultant damage to state property, vehicle or equipment. S/He recommends and implements the appropriate collection/recovery action to be taken against employees/former employees in cases of misuse and misconduct where reimbursement is sought by the Department. The incumbent also trains staff and district/division staff that are tasked with claims responsibilities, and conducts retraining of all claims employees as changes in laws, rules, and procedures require. Additionally, the incumbent recommends revision, amendment, and updates to the *Claims Policies and Procedures Manual*, *Employee Safety Code*, *Accounts Receivable Manual* and the *Motorist Caused Highway Damage Fund Policies and Procedures Manual*. S/He is responsible for setting performance standards and recommending salary changes and discipline for subordinates. The incumbent may also be required to perform the duties and functions of the Region I Claims Manager (Schaumburg) as needed and as directed by the Bureau Chief.

The incumbent accomplishes accountabilities through the following staff:

Region II Claims Analyst: who within authority as provided, is accountable for administering general, auto, and off-road equipment liability claims against the department, third-party damage to highway appurtenances, vehicles and off-road asset recovery claims and miscellaneous accounts for collection occurring in Districts 2 through 9 and the central offices and providing direction and authority to claims district/division managers and staff.

Region II Claims Examiner: who within authority as provided, is accountable for administering general, auto, and off-road equipment liability claims against the department, third-party damage to highway appurtenances, vehicles and off-road asset recovery claims and miscellaneous accounts for collection occurring in Districts 2 through 9 and the central offices and providing direction and authority to district/division claims managers and staff.

Region II Claims Assistant and Technician: who is accountable for reviewing claims, classifying and prioritizing claims and assembling and verifying the accuracy of departmental reports for the Attorney General and Court of Claims.

The incumbent has significant latitude and freedom in accomplishing responsibilities. Only matters of a complex nature are referred to the Bureau Chief prior to resolution. Even in such instances, the incumbent will be required to investigate, evaluate the case and recommend action. The incumbent is constrained by federal/state automobile and general liability laws, the Court of Claims case law and department policies and procedures.

The incumbent has contact with all divisions/offices within the region for resolving the various types of claim cases. The incumbent has contact with employees, attorneys, insurance companies, Office of the Secretary of State, Office of the Comptroller, Court of Claims, Circuit Court judges, various Attorneys General, and Special Assistant Attorneys General for purposes of investigation of, assistance with, and resolution of claims. Travel may be required.

The effectiveness of this position can be measured by the ability of the incumbent to ensure all claims within his/her authority are handled according to federal/state laws and departmental policies.

Principal Accountabilities

1. Administers, delegates, evaluates, determines liability, negotiates, and, subject to authority, settles all types of claims by and against the Department within assigned region.
2. Counsels and advises personnel from other divisions relative to claims matters and determines if the MCHD fund is being properly utilized within established guidelines.
3. Supervises the handling of FOIA requests, subpoenas, and coordinates witness testimony as may relate to tort, auto liability and asset recovery cases.
4. Serves as the Department's Auto Liability Coordinator and liaison to the Department of Central Management Services, Risk Management Division, in the analysis, review, and interpretation of Auto Liability Policies and Procedures.
5. Develops and recommends revisions and additions to the *Claims Policies and Procedures Manual* and conducts training programs to improve the capabilities of all departmental claims personnel.
6. Supervises the administration of lapsed appropriation cases and ensures the prompt and effective use of the Comptroller's offset procedure and referral to collection agencies.
7. Recommends and implements appropriate collection/recovery action to be taken against employees in cases of gross negligence or willful misconduct where there is a resultant damage to state property, vehicle or equipment.
8. Recommends and implements the appropriate collection/recovery action to be taken against employees/former employees in cases of misuse and misconduct where reimbursement is sought by the Department.
9. Organizes, supervises, and evaluates staff personnel to ensure well-developed and competent staff in accomplishing responsibilities.
10. Performs other duties as required. Ensures compliance with departmental safety rules, practices and policies. Performs all duties in a manner conducive to the fair and equitable treatment of all employees.