

# Job Title: TECHNICAL MANAGER II - CLAIMS INVESTIGATOR - IPR#45879

**Agency :** Department of Transportation

**Closing Date/Time:** 09/26/2022

**Salary:** \$4,190 - \$7,315 Monthly

**Job Type:** Salaried Full Time

**County:** Jackson

**Number of Vacancies:** 1

**Plan/BU:** NR916 - Protech Teamsters

**This position is a union position; therefore, provisions of the relevant collective bargaining agreement/labor contract apply to the filling of this position.**

**All applicants who want to be considered for this position MUST apply electronically through the [illinois.jobs2web.com](http://illinois.jobs2web.com) website. State of Illinois employees should click the link near the top left to apply through the **SuccessFactors** employee career portal.**

**Applications submitted via email or any paper manner (mail, fax, hand delivery) will not be considered.**

## **Agency Mission Statement**

The Illinois Department of Transportation is seeking to hire a Claims Investigator.

The IDOT team works diligently to provide safe, cost-effective transportation for Illinois in ways that enhance quality of life, promote economic prosperity and protect our environment. We are problem solvers and leaders, constantly searching for innovations and improvements in support of our commitment to providing the best multimodal transportation system for Illinois.

Our team fosters a culture of inclusivity. We value diversity and hold ourselves to the highest ethical standards as we work together for a common purpose. Team members frequently collaborate with colleagues and others outside the department to best meet customer needs.

The department offers extensive training and career advancement opportunities. Employees also receive a robust benefit package including:

- Monday-Friday work schedule
- Flexible work schedules are available in many program areas.
- Health, Life, Vision, and Dental Insurance
- Pension Plan
- (10) Weeks paid Maternity/Paternity Leave
- Deferred Compensation Program and other pre-tax benefit programs (Medical/Daycare)
- Employees earn (12) paid Sick Days annually.
- New Employees earn (10) paid Vacation Days their first year of service and can earn up to (25) paid Vacation Days annually.
- Employees earn (3) paid Personal Days annually.
- (13-14) paid holidays annually (based on start date)
- Tuition Reimbursement

We invite qualified applicants to apply to become part of our team. We are confident that you will take pride in serving Illinois and its residents and visitors.

## **Job Responsibilities**

This position is primarily accountable for investigating and analyzing accidents, recovering damages for Motorist Caused Highway Damage (MCHD), liable parties, and negotiating settlements with insurance companies.

Amount of Damages Billed:                    Approx. \$260,000 annually  
Number of Claims Investigated:            250-300 annually

This position reports to the Safety and Claims Manager. There are no subordinate positions.

The incumbent in this position provides the service of investigating accidents, analyzing accidents, determining liability, performing calculations, and pursuing collection of property damage claims.

Typical problems facing the incumbent include responsibility for gathering information in conducting accident investigations; determining responsible parties; reviewing property damage estimates provided by independent adjusting services; negotiating fair settlements; and effectively monitoring property damage files and developing correspondence that will enable timely collections.

The incumbent personally performs such functions as investigating accidents; obtaining accident information and evidence; preparing and processing claims reports; initiating claims procedures; maintaining up to date claims files by entering all claims, updates, and other information required under the department's Risk Management System; initiating each step of the collection process; coordinating collection efforts with the central Bureau of Claims; corresponding with liable parties and their insurers; negotiating with insurance companies; reviewing traffic crash reports to identify damage to state property; testifying in Secretary of State hearings; investigating, responding and testifying in Court of Claims cases; assisting in Workers' Compensation investigations; assisting in responding to Freedom of Information Act (FOIA) requests; and assisting in responding to subpoenas, summons and interrogatories for District 9.

The incumbent has the authority to perform routine investigations and initiate claims procedures for accidents of a routine nature. S/he must keep his/her supervisor informed of claims activities of a sensitive nature or where there are problems. The position operates under Illinois Department of Transportation (IDOT) Policies, IDOT Safety Code, and Department of Central Management Services (CMS) Policies and Procedures. The incumbent is authorized, within policy, to compromise 20% of the net amount of damage claimed to department property.

The incumbent negotiates and settles claims with the public, insurance companies and attorneys based on authority from the central Bureau of Claims and recommends claims to settle, compromise or refer to the Attorney General. In addition, the incumbent exercises wide latitude in following through on investigations in accordance with liability laws and the department's claims Policy and Procedures Manual.

### **(Job Responsibilities continued)**

The incumbent's most significant internal contacts are with IDOT employees and central Bureau of Claims personnel. There are numerous external contacts with motorists, insurance adjustors, police departments, and various private individuals. Some travel will be required within the district and infrequent travel outside the district.

The incumbent's performance may be evaluated by determining the percent of claims recovered annually, the professionalism with which claims cases are handled, and the efficiency with which assigned projects are handled.

### **Principal Accountabilities**

1. Investigates, analyzes and recovers damages to state property. Retrieves and reviews traffic crash reports through IDOT Safety Portal. Assists CMS Risk Management Division in their investigations for auto liability claims.
2. Investigates allegations of potential department liability in response to third party damage claims.
3. Sets up and monitors all property damage claims including preparation of correspondence that will afford efficient collection or closing of files.
4. Enters all claims and updates into Risk Management System and District 9's Accident Claims log.
5. Assists with safety projects and inspections as assigned.
6. Testifies in Secretary of State hearings. Investigates, responds and testifies in litigation cases.
7. Assists in Workers' Compensation investigations.
8. Assists in the responses to FOIA requests.
9. Assists in the responses to subpoenas, summons and interrogatories for the district.
10. Processes installment agreements and receivable invoices into Enterprise Resource Planning (ERP) Systems Applications and Products in Data Processing (SAP).
11. Performs duties in compliance with departmental safety rules. Performs all duties in a manner conducive to

the fair and equitable treatment of all employees.

12. Performs other duties as assigned.

## Qualifications

### Position Requirements

- Education/Experience:
  - Completion of a bachelor's degree majoring in insurance, accounting, business administration, premedical, prelaw or a combination thereof OR
  - Completion of two years of college PLUS one year of experience in claims investigation, litigation and adjustment, experience with FOIA requests, experience investigating workers' compensation claims or a combination thereof OR
  - Five years of experience in claims investigation, litigation and adjustment, experience with FOIA requests, experience investigating workers' compensation claims or a combination thereof
- Valid driver's license
- Occasional districtwide travel and some statewide, which may include overnight stays
- Occasional overtime during evenings and weekends

### Position Desirables

- Ability to plan, organize, and execute administrative or technical program requirements
- Proficiency in Microsoft Office (Word, Excel, Outlook)
- Strong oral and written communication skills
- Strong organizational skills and ability to multi-task
- Ability to maintain harmonious relationships with employees, agency officials and the public
- Proficient in digital photography
- Ability to perform basic mathematical calculations

**Work Hours:** 8:00 AM - 4:30 PM Monday-Friday

**Work Location:** 2801 W Murphysboro Rd Carbondale, IL 62901-1059

**Office:** Office of Highways Project Implementation/Region 5/District 9/Administrative Services

**Agency Contact:** DOT.CO.BPM.EmploymentApplications@illinois.gov

**Job Family:** Transportation

## APPLICATION INSTRUCTIONS

Use the "Apply" button at the top right or bottom right of this posting to begin the application process.

If you are not already signed in, you will be prompted to do so.

State employees should sign in to the career portal for State of Illinois employees – a link is available at the top left of the [Illinois.jobs2web.com](http://Illinois.jobs2web.com) homepage in the blue ribbon.

Non-State employees should log in on the using the "View Profile" link in the top right of the [Illinois.jobs2web.com](http://Illinois.jobs2web.com) homepage in the blue ribbon. If you have never before signed in, you will be prompted to create an account.

If you have questions about how to apply, please see the following resources:

State employees: Log in to the career portal for State employees and review the [Internal Candidate Application](#)

[Job Aid](#)

Non-State employees: on [Illinois.jobs2web.com](http://Illinois.jobs2web.com) – click "Application Procedures" in the footer of every page of the website.

The main form of communication will be through email. Please check your "junk mail", "spam", or "other" folder for communication(s) regarding any submitted application(s). You may receive emails from the following addresses:

- [donotreply@SIL-P1.ns2cloud.com](mailto:donotreply@SIL-P1.ns2cloud.com)
- [systems@SIL-P1.ns2cloud.com](mailto:systems@SIL-P1.ns2cloud.com)