

Job Title: TECHNICAL MANAGER V - REGION II CLAIMS MANAGER - IPR#45259

Agency: Department of Transportation
Closing Date/Time: 10/25/2021
Salary: \$6,145 - \$10,210 Monthly
Job Type: Salaried Full Time
County: Sangamon
Number of Vacancies: 1
Plan/BU: Non-Union

Interested applicants must apply for this position on the Work for Illinois website, www.work.illinois.gov. Please direct any questions to the Agency Contact listed below.

This position is covered by the Revolving Door Prohibition Policy.

All applicants who want to be considered for this position **MUST** apply electronically through SuccessFactors. 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 Region II Claims Manager. 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. Employees enjoy excellent benefits, including health, vision and dental insurance; a retirement plan and deferred compensation options; state holidays and other time off; tuition reimbursement; flexible schedules; and pre-tax benefit programs. The department also offers extensive training and career advancement opportunities. 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 accountable for assisting the Bureau Chief of Claims and Chief Counsel in the overall development and coordination of claims policy and directives. The incumbent monitors compliance and conformance to existing policy and conducts audits, reviews, and special studies with respect to all claims under its direction. S/He is responsible for administering claims for general and automobile liability, damage to department property, lapsed appropriation claims, and other accounts receivable activities in the department's Region II area. The Region II area includes the department's districts 2 through 9 as well as the central offices and bureaus.

This position reports to the Bureau Chief of Claims. Reporting to this position are the Region II Claims Analyst, Region II Liability Claims Analyst, Region II Claims Assistant, and Seasonal Technician Trainee Intern.

This position operates in an environment where s/he responds as the contact and subject matter expert for the central Bureau of Claims for all claims occurring in the Region II area which are made by the department for damage to departmental property, auto, and equipment damage. Additionally, the incumbent is accountable for the handling and/or supervision of all general liability claims, automobile liability claims, and lapsed appropriation claims made within the Region II area against the

department. 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 and in the best interest of the department. The analysis and evaluation become extremely complex when there are multiple claimants and plaintiffs/defendants.

The greatest challenge of this position is to ensure that each tort claim is properly investigated, negotiated, compromised, settled, or denied in the best interest of the department. On-site claims investigation is frequently required in order to properly defend a third-party action. Additionally, it is a challenge to ensure that all claims are handled in accordance with federal and state laws and departmental policies and procedures.

The incumbent is personally accountable for administering, reviewing, and determining liability for property damage, automobile and general liability claims, and lapsed appropriation cases in the Region II area. The incumbent serves as the department's auto liability coordinator and liaison to the Department of Central Management Services (CMS) Risk Management Division in the reporting of claims analysis, review, and interpretation of Auto Liability Policies and Procedures and the High-Risk Driver's Program. S/He evaluates and approves payment for third-party personal injuries and property damage (non-auto liability) based on the severity of the injury and the amount of damage; negotiates, settles, or denies claims with the public and/or attorneys; prepares defense for the department for use by the Attorney General before the Court of Claims and/or civil actions brought in the state's court system; and negotiates with attorneys and insurance companies on claims.

(Job Responsibilities continued)

The incumbent supervises claim activities within the Region II area including its administration of lapsed appropriation cases. Additionally, the incumbent is responsible for recommending developments and updates to the department's Claims Policies and Procedures Manual and conducting staff training to improve the capabilities of claims personnel and ensure compliance with rules and regulations. This position supervises the handling of Freedom of Information Act (FOIA) requests and subpoenas as they may relate to claims matters and the coordination of testimony related to tort, auto liability, and asset recovery cases for the Region II area. The incumbent testifies at Court of Claims hearings with regard to alleged liability against the state.

The incumbent coordinates with the Office of Highways Project Implementation (OHPI) to establish and enforce the rules and regulations for the use of the Motorist Caused Highway Damage (MCHD) fund. The incumbent sometimes performs duties and functions of both the Region I and Region II claims managers as directed by the Bureau Chief of Claims. This position also determines if an asset recovery claim is to be made. Asset recovery claims include, but are not limited to, third-party damage to highway appurtenances, hazardous material spills, contractual overpayments to consultants, local government reimbursement for its share of construction contracts, and forcible entry and detainer actions for eviction of tenants occupying departmental property by lease or rental agreement. 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 (IOC) 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 forward in the state's judicial circuit court system and further appears as the department's representative at hearings and trials. The incumbent, under authority delegated by the Secretary of Transportation, determines the third-party obligation to pay a debt to the department and subsequently files the debt as an offset claim with the IOC pursuant to 15 ILCS 405/10.05.

(Job Responsibilities continued)

The incumbent accomplishes accountabilities through the following staff:

Region II Claims Analyst, who is accountable for the investigation and administration of claims made

against the department in the areas of general liability, auto and off-road equipment liability, highway appurtenance damage, and auto and off-road asset recovery. This position coordinates the recovery of miscellaneous accounts receivables that arise from the department's collection efforts occurring in the Region II area and provides direction and authority to claims managers and staff at district offices.

Region II Liability Claims Analyst, who is accountable for the investigation, evaluation, and disposition of tort claims by and against the department; administration of lapsed appropriation; and indirect supervision of claims management for the Region II area.

Region II Claims Assistant, who is accountable for the set-up and review of property damage cases under \$500 in value and the review and approval of all checks received by the Bureau of Claims and district claims offices.

Seasonal Technician Trainee Intern, who provides support services to the Bureau of Claims by assisting in maintaining accurate documentation and performing general administrative duties.

The incumbent has significant latitude and freedom in accomplishing his/her responsibilities. For matters of a difficult nature s/he identifies and recommends actions and refers them to the Bureau Chief of Claims prior to resolution. The incumbent has the authority to independently negotiate and settle general liability claims up to a maximum of \$25,000 without further supervisory authorization. The incumbent is constrained by federal and state laws, the Court of Claims Act, and departmental policies and procedures.

The incumbent has contact with all offices within Region II for resolving the various types of claim cases. Externally, the incumbent has contact with employees, attorneys, insurance companies, Office of the Secretary of State, IOC, Court of Claims, circuit court judges, various attorneys general offices, and the Special Assistant Attorneys General for purposes of investigating, assisting, and resolving claims. This position requires occasional statewide travel which may include overnight stays.

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

Principal Accountabilities

1. Administers, delegates, evaluates, determines liability for, negotiates, settles, and denies all types of claims by and against the department within the Region II area.
2. Serves as the department's auto liability coordinator and liaison to the CMS Risk Management Division in the analysis, review, and interpretation of auto liability policies and procedures established by CMS.
3. Evaluates and approves payment for third-party personal injuries and property damage; negotiates, settles, or denies claims with the public and/or attorneys; prepares defense for the department for use by the Attorney General before claims are brought to court; and negotiates with attorneys and insurance companies on claims.
4. Supervises the administration of lapsed appropriation cases and responds to the Attorney General and Court of Claims on behalf of the department.
5. Develops and recommends revisions and additions to the department's Claims Policies and Procedures Manual and conducts staff training to improve the capabilities of claims personnel.
6. Recovers monetary damages to highway appurtenances and other accounts receivables as referred by OHPI staff, ensures prompt and effective use of the IOC offset procedures, and makes appropriate referrals to collection agencies or the Office of the Attorneys General.
7. Supervises the coordination and handling of tort-related FOIA and subpoena requests; responds for the department in all tort-related legal discovery requests; and coordinates witness testimony related to tort, auto liability, and asset recovery cases.

8. The incumbent testifies at Court of Claims hearings with regard to alleged liability against the state.
9. Counsels and advises personnel from the OHPI Region II area to establish rules and regulations for the use of the MCHD fund and ensure the fund is being properly utilized.
10. Makes determinations of whether an asset recovery claim is to be made and if the department should refer disputed asset recovery cases for legal action by the Attorneys General, contracted collection agencies, and/or IOC and serves as the department's advocate.
11. Performs or supervises the investigation, interview of employees, documentation, and evidence gathering for use by the Attorneys General in the defense of liability matters and appears as the department's representative at hearings and trials.
12. Under authority delegated by the Secretary of Transportation, determines the third-party obligation to pay a debt to the department and subsequently files the debt as an offset claim with the IOC pursuant to 15 ILCS 405/10.05.
13. Performs duties and functions of both the Region I and Region II claims managers as directed by the Bureau Chief of Claims.
14. Organizes, supervises, and evaluates subordinate personnel to ensure well developed and competent staff in accomplishing responsibilities.
15. Performs duties in compliance with departmental safety rules. Performs all duties in a manner conducive to the fair and equitable treatment of all employees.
16. Performs other duties as assigned.

Qualifications

Position Requirements

- Education/Experience:
 - Completion of a bachelor's degree majoring in accounting, pre-law, or business administration plus three years of administrative experience in claims adjustment, workers' compensation administration, legal assistance, or a combination thereof, OR
 - Eleven years of administrative experience in claims adjustment, workers' compensation administration, legal assistance, or a combination thereof
- Occasional statewide travel which may include overnight stays
- Valid driver's license

Position Desirables

- Experience with the direct supervision and evaluation of subordinate employees
- Ability to balance caseloads and ensure the timeliness of processing compensable claims
- Understanding and working knowledge of modified comparative negligence standards
- Working knowledge of the function and application of public relations in handling problems
- Ability to plan, organize, and execute administrative and/or technical program requirements
- Ability to plan and direct efforts of employees for efficient accomplishment of program objectives
- Ability to maintain respectful and harmonious relationships with coworkers, management and the general public

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

Work Location: 2300 S Dirksen Pkwy Springfield, IL 62764-0001

Office: Office of Chief Counsel/Bureau of Claims

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

Job Function: 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 work.Illinois.gov homepage in the blue ribbon.

Non-State employees should log in on the using the "View Profile" link in the top right of the work.Illinois.gov 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[KS(1)] and review the Internal Candidate Application Job Aid HERE[KS(2)]

Non-State employees: on work.Illinois.gov – click “Application Procedures” in the footer of every page of the website.