



Casualty Claims Adjuster I

Recruitment # 21-003272-0002

Hiring Salary: Grade 13 \$39,768 – \$51,195

Growth Potential Up To \$62,882 / Salary Guidelines Apply for State Employees

Closing Date: November 21, 2021

The State of Maryland self-insures a significant portion of its exposures and maintains the State Insurance Trust Fund to pay claims and the costs associated with handling those claims. Self-insurance coverage includes State owned real and personal property, vehicles, and liability claims covered under the Maryland Tort Claims Act.

The Maryland Tort Claims Act requires that all claims against the State be filed with the State Treasurer's Office, supporting the need for the Insurance Division. The Claims Unit of the Insurance Division receives and investigates thousands of claims each year. A Casualty Claims Adjuster I is the intermediate level of claims adjusting for all first- and third-party claims. This position is primarily responsible for conducting investigations and making liability decisions regarding low to moderately complex claims filed against the State. In addition, this position is responsible for handling subrogation files, developing and monitoring payment plans for claimants, tracking and recording claims payments from third party carriers, and referring files to the State's CCU (Central Collection Unit). The ideal candidate should have excellent interpersonal skills and be able to demonstrate effective verbal and written communication skills.

MINIMUM QUALIFICATIONS (required):

Education: Graduation from an accredited high school or possession of a high school equivalency certificate.

Experience: Three years of experience in settling multi-line claims.

Notes:

1. Education at an accredited college or university may be substituted for up to two years of the required experience at a rate of thirty credit hours for each year of experience.
2. Candidates may substitute U.S. Armed Forces military service experience as a non-commissioned officer in claims assistance and examining classification or claims assistance and examining specialty codes in the legal and kindred field of work on a year-for-year basis for the required experience.

SELECTIVE QUALIFICATION:

- One of the required three years of experience must be specifically in adjusting auto, property, casualty and/or general liability multi-line claims.

PREFERRED QUALIFICATIONS (not required):

- Knowledge of the Maryland Tort Claims Act and/or other local government tort claims act
- Experience with subrogation
- Experience with self-insurance
- Experience with commercial insurance
- AIC, SCLA or other insurance industry designation or related course work
- Experience with Microsoft Dynamics 365 or other insurance CRM / ERP applications
- Proficiency in Microsoft Outlook, Word, and/or Excel

LIMITATIONS ON SELECTION: Applicants must be willing to work in the Annapolis area.

SPECIAL REQUIREMENTS: Candidates will be subject to a background investigation to include driving, credit and criminal history.

TO APPLY:

Job opportunities within the Maryland State Treasurer's Office are accessible through JobAps, the Statewide Recruitment, Examination and Applicant tracking system. Go to www.JobAps.com/MD to apply. Please upload a current copy of your resume with your application.

Electronic application is strongly preferred; however, if you do not have access to a computer, you may send a copy of your resume by email to hr@treasurer.state.md.us or fax to 410-260-4090.

The selected candidate will be expected to report on-site during the six-month probationary period at a minimum. Strict protocols will be in place to reduce the risk for COVID-19 transmission. Any questions regarding this recruitment or the recruitment process may be directed to the STO Personnel Office at 410-260-7078.

As an equal opportunity employer, Maryland is committed to recruiting, retaining and promoting employees who are reflective of the State's diversity.

TTY Users: Call via Maryland Relay