



Claims Adjuster

Provide direct support to assigned public entity clients, exercising independent judgment and personal discretion on matters related to general liability claims, claim management, and claims resolution/settlement. Duties of the Claims Adjuster include, but are not limited to, the following:

- Investigate, analyze, and determine the extent of insurance provider's liability concerning personal, casualty, or property loss or damages. Recommend claim action and setting and adjusting proper reserves as appropriate while complying with accepted guidelines regarding reserve practice and authority levels. Communicate with claimants, clients, and attorneys throughout the claims process.
- Correspond with, interview medical specialists, agents, witnesses, or claimants to compile information.
- Create and maintain records, diaries, and reports in the SIMS claim system and/or the client's system.
- Calculate benefit payments, negotiate claim resolutions, and approve payments, within a certain monetary limit.
- Collaborate with counsel in preparation for litigation including assembling evidence to support contested claims and keeping clients advised of litigation status.

Education and Experience

- Four-year college degree preferred.
- At least three (3) years' experience with insurance claims, self-insurance, pooled insurance, or Joint Powers Authorities.
- Possess comprehensive knowledge relating to the handling of public entity liability claims.
- Excellent written and verbal communication skills.

Benefits

- Medical paid 75% for employee
- 401K with employer match
- Dental, vision, long term disability and life insurance paid 100% for employee
- 11 paid holidays
- 15–20 days of PTO per year
- Employee Assistance Program for employee and dependents

Application Process

Submit a resume to maya.maas@georgehills.com — no walk-ins please.

Candidates may be asked to complete an assessment related to the position for which they are interviewing.

George Hills was founded in 1954 with the intention to revolutionize claims administration by creating a culture focused on innovation and excellent service. By applying creative minds to old, familiar claims handling policies, we developed best practice procedures for claims administration that reflect our goal to provide our clients with the service and results they deserve. Our culture of creative solutions and customer appreciation is maintained by hiring people with similar professional values and providing them with the state-of-the-art tools they need to deliver the superior service for which George Hills has become known.

With offices throughout California, George Hills works with over 100 diverse clients, including counties, cities, school districts, insurance carriers, joint powers authorities, and agencies. Our firm's extensive California public entity claims handling history, along with a specific focus on property and liability third party administration, has resulted in our specialized knowledge of public entity oversight and claims handling needs.

Mission Statement

To be California's leading TPA and JPA management firm.

Purpose Statement

Protecting and enhancing the assets of our clients.

Values

- Honesty, Integrity, and Accountability**
- Customer Satisfaction**
- Financial Stewardship**
- Loyalty and Commitment**
- Continuous Improvement**

- Inherent in our everyday actions
- Exceeding expectations is our goal
- Critical to our collective success
- Earned through trust between employee and employer
- Encouraged and supported as leaders in the industry

The purpose of this profile is to provide general information and assist potential candidates in determining interest in applying for this position. The information provided is not all-inclusive.