



STATE OF LOUISIANA  
invites applications for the position of:  
**State Risk Adjuster 5 (GL  
Claims Supervisor)**

An Equal Opportunity Employer

**OPENING DATE:** Fri. 06/03/22

**CLOSING DATE:** Fri. 06/17/22 11:59 PM Central Time (US & Canada)

**SALARY:** \$21.80 - \$42.91 hourly  
\$3,779.00 - \$7,438.00 monthly

**JOB TYPE:** Classified

**LOCATION:** Baton Rouge, Louisiana

**SUPPLEMENTAL INFORMATION:**

The Division of Administration/Office of Risk Management has three vacancies. This job title has an assigned pay grade of AS-617.

A vacancy may be filled by new hire or by promotion of a current permanent status classified employee.

Louisiana is a State as a Model Employer for People with Disabilities.

A criminal history check may be conducted on all new hires as well as employees changing positions including promotions, demotions, details, reassignments and transfers. Also, prospective employees may be subject to pre-employment drug testing. New hires will be subject to employment eligibility verification via the federal government's E-verify system.

**No Civil Service test score** is required in order to be considered for this vacancy.

To apply for this vacancy, click on the "Apply" link above and complete an electronic application which can be used for this vacancy as well as future job opportunities. Applicants are responsible for checking the status of their application to determine where they are in the recruitment process. Further status message information is located under the information section of the Current Job Opportunities page.

Resumes WILL NOT be accepted in lieu of completed education and experience sections on your application. Applications may be rejected if incomplete.

Applicants qualifying based on college training or receipt of a baccalaureate degree will be required to submit an official college transcript to verify credentials claimed prior to appointment. Please make every effort to attach a copy of your transcript to your application. The transcripts can be added as an attachment to your online application or faxed to (225) 219-1041. The selected candidate will be required to submit original documentation upon hire.

**For further information about this posting, please contact:**

Erica R. Gay  
HR Specialist  
Division of Administration/Office of Human Resources  
email: [Erica.gay@la.gov](mailto:Erica.gay@la.gov)

**QUALIFICATIONS:****MINIMUM QUALIFICATIONS:**

A baccalaureate degree plus three years of professional level experience in insurance claims adjusting, nursing, allied health fields, construction management, or as a practicing attorney.

**SUBSTITUTIONS:**

A master's degree in business or public administration, finance, accounting, statistics, insurance or risk management, safety or legal studies, nursing, allied health fields or construction management will substitute for one year of the experience.

Experience in the fields of accident investigation, insurance claims examining, insurance claims investigation or insurance claims adjusting will substitute for the required college training on the basis of 30 semester hours for one year of experience.

**NOTE:**

This substitution allows any combination of experience and college hours to substitute for the baccalaureate degree. Thirty semester hours of college training is accepted as equivalent to one year of work experience, and college credit in increments of fewer than 30 hours is prorated on this basis.

**NOTE:**

Any college hours or degree must be from a school accredited by one of the following regional accrediting bodies: the Middle States Commission on Higher Education; the New England Commission of Higher Education; the Higher Learning Commission; the Northwest Commission on Colleges and Universities; the Southern Association of Colleges and Schools; and the Western Association of Schools and Colleges.

**JOB CONCEPTS:****FUNCTION OF WORK:**

To supervise a unit of claims adjusters for the State's multi-line property and casualty self-insurance program.

**LEVEL OF WORK:**

Supervisor.

**SUPERVISION RECEIVED:**

Broad review from the State Risk Adjuster 6.

**SUPERVISION EXERCISED:**

Line over lower level State Risk Adjusters.

**LOCATION OF WORK:**

Division of Administration and the Office of the Governor.

**JOB DISTINCTIONS:**

Differs from the State Risk Adjuster 4 by serving in a supervisory capacity and by a higher claim payment authority limit.

Differs from the State Risk Adjuster 6 by the absence of responsibility for the full claims adjusting division.

**EXAMPLES OF WORK:**

The Office of Risk Management (ORM) is the Division of Administration ancillary agency that administers the comprehensive risk management program for the State of Louisiana and is solely and statutorily responsible for managing all state insurance coverage, both purchased and self-insured, for workers' compensation, property, and casualty exposures. ORM is also responsible for managing all tort claims made against the State and department/agency/board/commission clients.

#### Job Focus Areas

This State Risk Adjuster 5 position in the Casualty Claim Section works solely with General Liability insurance coverage. This coverage includes, but is not limited to, premises and operations, completed operations and products liability, elevator and escalator liability, personal injury, wrongful acts, civil rights liability, public officials (directors and officers or educational liability), foster parents liability, and protective liability. The incumbent reports to and receives administrative direction from the State Adjuster 6 that leads ORM's General Liability Unit.

Duties and responsibilities include, but are not limited to:

- Responsible for the comprehensive overview of all claim handling and management activities for general liability claims, exercising first-line functional supervision over the State's Third Party Administrator (TPA) for both litigated and non-litigated claims. Oversees work processes; reviews and approves or denies transactions that exceed authority levels delegated to TPA.
- Monitors and reviews the work of TPA desk examiners and claim adjusters. Exercises contract oversight, utilizing performance standards and guidelines in evaluating claim files and conducting performance reviews of the TPA and its employees.
- Develops and executes periodic in-depth file and performance reviews for a sufficient number of TPA claim files to ensure the adjudication of claims in compliance with TPA's contract terms.
- Examines and evaluates the handling and disposition of non-litigated claims involving, but not limited to, the level and extent of claim investigation, the assessment of liability, and settlement method or denial by the TPA.
- Receives and reviews Petitions, performs risk matter reviews, and processes Petitions to the Attorney General for legal opinions and assignment of defense counsel.
- Participates in team meetings and staffings with the Attorney General's Office, the TPA, and ORM personnel to discuss strategies and defense of the case. May attend mediations and trials, if warranted.
- Reviews claims involving litigation to ascertain whether defense counsel and TPA have conducted sufficient investigative activities. Assesses and evaluates if defense counsel has conducted appropriate discovery and is pursuing defense unique to the State. Obtains legal opinions and case evaluations from defense attorneys, especially in cases requiring legal interpretation and/or posing major financial losses to the State.
- Prepares and submits completed case analysis of State's liability with settlement recommendations to appropriate claims level and or Claims Council. Serves as a voting member of claims council, which authorizes claims settlements up to a limit of \$5,000,000.
- Authorized to extend individual payment and settlement authority of \$100,000 without additional approvals. Direct authority to increase total claim reserves up to and including \$500,000 and to approve contract amendment requests up to \$100,000 without additional approvals.

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://agency.governmentjobs.com/louisiana/default.cfm>

Job #ORM 060322 ERG  
 STATE RISK ADJUSTER 5 (GL CLAIMS SUPERVISOR)  
 EG

OUR OFFICE IS LOCATED AT:  
 For agency contact information, please refer to the supplemental information above.  
 Louisiana State Civil Service, LA 70802  
 (866) 783-5462  
[jobs@la.gov](mailto:jobs@la.gov)

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### State Risk Adjuster 5 (GL Claims Supervisor) Supplemental Questionnaire

- \* 1. What types of claims have you handled? Explain duties and responsibilities.

- \* 2. What experience do you have with general liability claims such as slip and fall incidents, personal injury, wrongful termination, defamation, etc. and/or civil rights claims?
- \* 3. Describe prior experience overseeing litigation management, including your interaction with defense counsel, authorizing defense budgets and/or settlement requests.
- \* 4. Have you ever supervised a claim adjusting service and/or a TPA (Third Party Administrator)? If yes, please explain your role and responsibilities.
- \* 5. Do you have any experience auditing invoices and/or claim files? If yes, please explain.
- \* 6. Do you have any experience auditing invoices and/or claim files? If yes, please explain.
- \* 7. Have you ever had direct reports? If yes, please describe your supervision style.
- \* 8. Please, review your application one more time to confirm it is accurate and complete. We cannot consider prior work experience or other relevant information omitted from the application when evaluating your qualifications for employment. Did you list ALL your job experience and education on your application?  
 Yes    No

\* Required Question