

CLAIMS INVESTIGATOR II

GRADE: 13

GENERAL DESCRIPTION

Performs (journey-level) claims investigator work; under general direction, works independently to investigate and process claims against the county and makes recommendation to eliminate and deter future claims.

EXAMPLES OF WORK PERFORMED

Investigate claims of property damage and personal injury involving the county of Hidalgo

Investigate reports of premise defects, damages or other potential hazards

Negotiate settlement with claimants and/or attorneys

Recommend settlement amounts pending approval of litigation

Identify and advise appropriate department of problems or situations which present potential liability to county

Respond to inquiries on the proper procedures to file a claim

Will visit claimants in their homes or place of work with occasional office visits or meetings with solicitors and other professionals

Travel within a working day (to meet clients) is frequent, but absence from home at night and overseas travel are both uncommon

Process claims and maintains status files

Performs related work as assigned

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Two to three (3-2) years experience with investigations related to claims of property damage, personal injury, liability, etc. Graduation from an accredited college or university in Business or related field. Two (2) years of experience maybe substituted for one (1) year of education.

Knowledge, Skills, and Abilities

Knowledge of investigative techniques

Knowledge of insurance industry practices and procedures

Organizational and time management skills

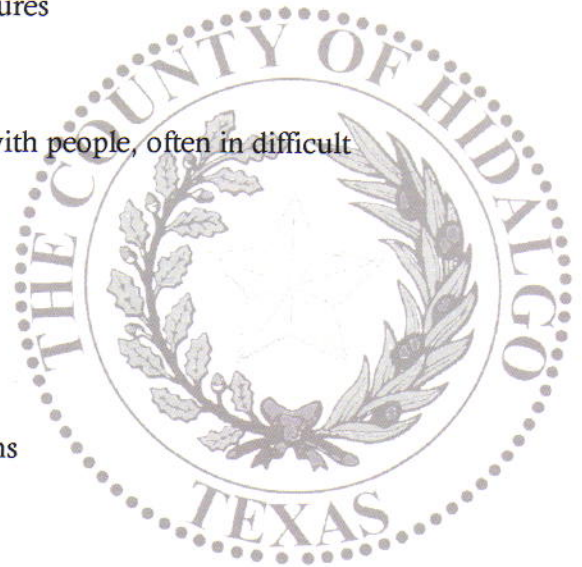
An outgoing and confident disposition when dealing with people, often in difficult circumstances

Good numeracy and literacy skills

Skill in negotiating settlements with claimants

Skill in preparing and maintaining case files

Ability to use tact and diplomacy in all communications



PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS:

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

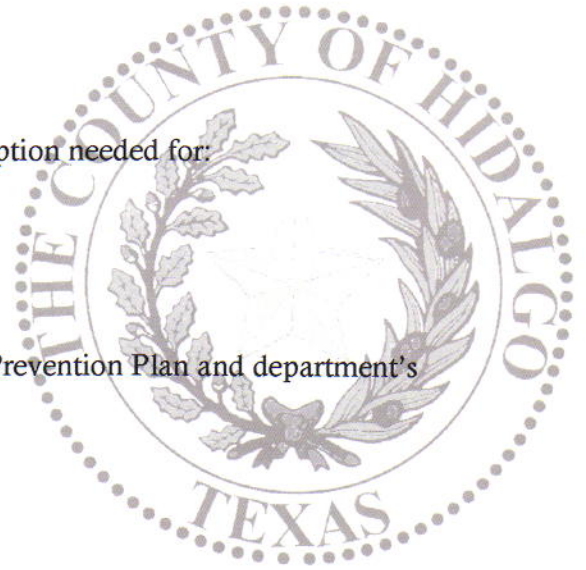
- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the Hidalgo County Accident Prevention Plan and department's safety regulations



ADMINISTRATIVE ASSISTANT IV

GRADE: 10

GENERAL DESCRIPTION

Employee performs advanced (senior-level) administrative support or technical program assistance work. Work involves disseminating information, maintaining filing systems, and performing internal administrative support work. Employee may supervise the work of others and may train others. Employee works under limited supervision with considerable latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Performs complex technical assistance work for an agency program

Prepares, interprets, and disseminates information concerning agency programs and procedures

Prepares, edits, and distributes correspondence, reports, studies, forms, and documents

Responds to inquiries regarding technical program or administrative regulations, policies, and procedures

Coordinates meetings, conferences, and seminars

Develops administrative and technical policies and procedures

Develops, coordinates, and maintains record keeping and filing systems

May assist in the implementation of program planning

May assist in compiling and analyzing data, making calculations, and preparing reports

May research, compose, design, or edit agency publications such as brochures, forms, manuals, and reports

May research technical and policy issues

May develop training materials

May train others

May supervise the work of others

Performs related work as assigned

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Three to five (3-5) years of experience in administrative support work in a government setting. Graduation from an accredited four-year college or university with major course work in a related field is generally preferred. Two (2) years of experience may be substituted for one (1) year of education.

Knowledge, Skills, and Abilities

Knowledge of office practices and administrative procedures

Skill in the use of standard office equipment and software

Ability to implement new systems and procedures and to evaluate their effectiveness, to communicate effectively, to effectively interpret programs and plans, to train others, and to supervise the work of others

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

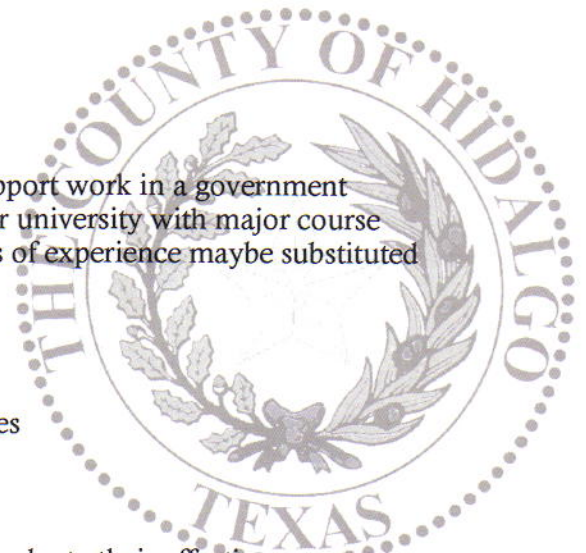
The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS:

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- operating assigned equipment



Maintain mental capacity which permits:

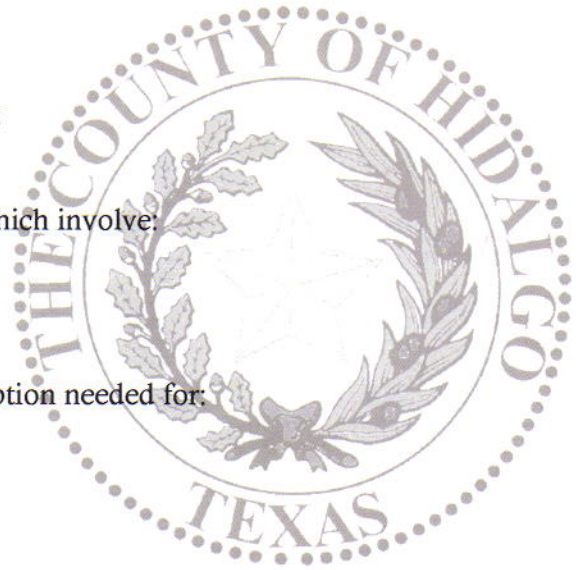
- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the Hidalgo County Accident Prevention Plan and department's safety regulations



Hidalgo County
Department of Budget & Management
FISCAL NOTE

•Fiscal notes are prepared by the Department of Budget & Management to present the budgetary impact of requests by departments/offices or of new proposals that were not approved during the budget process.

To: Commissioner' Court
 From: Raul Silguero Jr., Budget Officer
 CC Date: Tuesday, February 15, 2011

Agenda Item: 25277

Summary of request/proposal:
DBM Workers Comp. Division (2202):
Approval to delete the following full-time position:

Fund	Position	Slot#	Obj	Current Budgeted Salary	Adjustment Requested	Total Requested
1100	CLAIMS INVESTIGATOR II	0012	113	56,563.00 Grade 13, Step 7	0.00	(56,563.00)
				56,563.00	0.00	(56,563.00)

Budgetary Impact:

INCREASE/DECREASE ACCOUNT NUMBER	ACCOUNT (OBJECT) NAME	AMOUNT
1-2202-419-50-115-065-0- 113	DBM WC DIVISION - REG F/T EMPLOYEES	(\$49,818.95)
1-2202-419-50-115-065-0- 211	DBM WC DIVISION - HEALTH INSURANCE	(\$3,170.77)
1-2202-419-50-115-065-0- 212	DBM WC DIVISION - LIFE INSURANCE	(\$23.78)
1-2202-419-50-115-065-0- 220	DBM WC DIVISION - FICA	(\$3,811.15)
1-2202-419-50-115-065-0- 230	DBM WC DIVISION - RETIREMENT	(\$4,782.62)
1-2202-419-50-115-065-0- 250	DBM WC DIVISION - UNEMPLOYMENT COMP	(\$249.09)
1-2202-419-50-115-065-0- 260	DBM WC DIVISION - WORKER'S COMP	\$0.00
	2011 Budgetary Impact	(\$61,856.36)

2012 Budgetary Impact: (\$62,975.94)

Possible Funding Sources: **NO BUDGETARY IMPACT**

Budget Office Recommendation:

Hidalgo County
Department of Budget & Management
FISCAL NOTE

*Fiscal notes are prepared by the Department of Budget & Management to present the budgetary impact of requests by departments/offices or of new proposals that were not approved during the budget process.

To: Commissioner' Court
 From: Raul Silguero Jr., Budget Officer
 CC Date: Tuesday, February 15, 2011

Agenda Item: 25277

Summary of request/proposal:

Executive Office (1100):

Approval to create the following full-time position:

Fund	Position	Slot#	Obj	Current Budgeted Salary	Adjustment Requested	Total Requested
1100	ADMINISTRATIVE ASSISTANT IV	0009	113	0.00	37,109.00 Grade 10, Step 1	37,109.00
				0.00	37,109.00	37,109.00

Budgetary Impact:

INCREASE/DECREASE ACCOUNT NUMBER	ACCOUNT (OBJECT) NAME	AMOUNT
1-1100-413-00-125-001-0- 113	EXECUTIVE OFFICE - REG F/T EMPLOYEES	\$32,684.47
1-1100-413-00-125-001-0- 211	EXECUTIVE OFFICE - HEALTH INSURANCE	\$3,170.77
1-1100-413-00-125-001-0- 212	EXECUTIVE OFFICE - LIFE INSURANCE	\$23.78
1-1100-413-00-125-001-0- 220	EXECUTIVE OFFICE - FICA	\$2,500.36
1-1100-413-00-125-001-0- 230	EXECUTIVE OFFICE - RETIREMENT	\$3,137.71
1-1100-413-00-125-001-0- 250	EXECUTIVE OFFICE - UNEMPLOYMENT COMP	\$163.42
1-1100-413-00-125-001-0- 260	EXECUTIVE OFFICE - WORKER'S COMP	\$0.00
	2011 Budgetary Impact	\$41,680.51

2012 Budgetary Impact: \$47,322.85

Possible Funding Sources: CO. WIDE ADM. - CONTINGENCY

Budget Office Recommendation:

**HIDALGO COUNTY
COMMISSIONER COURT
2011 SALARY SCHEDULE**

1-2202-419-50-115-065-0

DBM W/C DIVISION

AI - 25277

Slot #	Obj Code	POSITION TITLE	GRADE	STEP	2011 GRADE & STEP SALARY	2011 APPROVED BUDGETED SALARY	ACTUAL SALARY	Other Allowances				2011 ACTUAL TOTAL COMPENSATION	
								Longevity 115	Interpet. 116	Supplem. 117	Auto A. 118		Clothing 119
0008	113	CLAIMS INVESTIGATOR II	13	1	\$46,747.00	\$46,747.00	\$46,747.00	\$420.00	\$0.00	\$0.00	\$0.00	\$0.00	\$47,167.00
0009	113	WC SPECIALIST II	11	3	\$42,884.00	\$42,884.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
0010	113	WC SPECIALIST I	9	1	\$34,360.00	\$34,360.00	\$34,360.00	\$420.00	\$0.00	\$0.00	\$0.00	\$0.00	\$34,780.00
0011	113	WC SPECIALIST I	9	1	\$34,360.00	\$34,360.00	\$34,360.00	\$600.00	\$0.00	\$0.00	\$0.00	\$0.00	\$34,960.00
		DELETE: ↓											
0012	113	CLAIMS INVESTIGATOR II	13	7	\$56,562.00	\$56,562.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
					\$214,914.00	\$214,914.00	\$115,467.00	\$1,440.00	\$0.00	\$0.00	\$0.00	\$0.00	\$116,907.00

**Approval to delete the above highlighted position.
Personnel actions pending CC approval.**

**HIDALGO COUNTY
COMMISSIONER COURT
2011 SALARY SCHEDULE**

1-1100-413-00-125-001-0

EXECUTIVE OFFICE

AI - 25277

Slot #	Obj Code	POSITION TITLE	GRADE	STEP	2011 GRADE & STEP SALARY	2011 APPROVED BUDGETED SALARY	ACTUAL SALARY	Other Allowances				2011 ACTUAL TOTAL COMPENSATION	
								Longevity 115	Interpet. 116	Supplem. 117	Auto A. 118		Clothing 119
0001	113	OPERATIONS ADMINISTRATOR	16	5	\$67,132.00	\$67,132.00	\$68,137.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$68,137.00
0002	113	MULTI MEDIA COORDINATOR	16	2	\$60,949.00	\$60,949.00	\$60,949.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$60,949.00
0003	113	PUBLIC INFORMATION OFFICER	12	1	\$43,284.00	\$43,284.00	\$43,680.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$43,680.00
0004	113	CLERK I	1	0	\$17,636.00	\$17,636.00	\$17,636.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$17,636.00
0005	113	ENVIRONMENTAL COMPLIANCE COORDINA	0	0	\$0.00	\$76,331.00	\$76,331.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$76,331.00
0006	113	COURIER	2	5	\$22,857.00	\$22,857.00	\$22,857.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$22,857.00
0007	112	COMMISSIONER'S COURT EXECUTIVE OFFICI	0	0	\$0.00	\$123,534.00	\$123,534.00	\$1,380.00	\$0.00	\$0.00	\$0.00	\$0.00	\$124,914.00
0008	113	ENVIRONMENTAL COMPLIANCE MONITOR	0	0	\$0.00	\$60,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
		CREATE: ↓											
0009	113	ADMINISTRATIVE ASSISTANT IV	10	1	\$37,109.00	\$37,109.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
					\$248,967.00	\$508,832.00	\$413,124.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$414,504.00

**Approval to create the above highlighted position.
Personnel actions pending CC approval.**

DATE: February 11, 2011

DEPARTMENT HEAD: Raul Silguero, Jr.

2011
Transfer



DEPARTMENT NAME: Dept. of Budget & Mgmt for Executive Office

ACCOUNT NUMBER: 1-1100-41X-00-1X5-00X-0-XXX

CONTACT PERSON: Sylvia V. Solis PHONE: (956) 292-7025 Ext. 5423

SUBJECT: **Interdepartmental Transfer/s in Accordance with Local Government Code Chapter 111, Subchapter C.**

Honorable Commissioners' Court of Hidalgo County:

I would like to request the following Interdepartmental transfer/s (transfer in/out) (increase/decrease) in accordance with Local Government Code, Chapter 111, Subchapter C.

INCREASE/DECREASE ACCOUNT NUMBER		ACCOUNT (OBJECT) NAME		AMOUNT
FROM				
0-1100-415-00-115-002-0-	899	CO WIDE ADM -	CONTINGENCY	(41,680.51)
TO				
1-1100-413-00-125-001-0-	113	EXECUTIVE OFFICE -	REG F/T EMPLOYEES	32,684.47
1-1100-413-00-125-001-0-	211	EXECUTIVE OFFICE -	HEALTH INSURANCE	3,170.77
1-1100-413-00-125-001-0-	212	EXECUTIVE OFFICE -	LIFE INSURANCE	23.78
1-1100-413-00-125-001-0-	220	EXECUTIVE OFFICE -	FICA	2,500.36
1-1100-413-00-125-001-0-	230	EXECUTIVE OFFICE -	RETIREMENT	3,137.71
1-1100-413-00-125-001-0-	250	EXECUTIVE OFFICE -	UNEMPLOYMENT COMP.	163.42
TOTAL BUDGET INCREASE (DECREASE)				0.00

REASON:

Interdepartmental transfer to fund salary and related fringe benefits for one (1) Administrative Assistant IV position, slot no. 009, Grade 10.

DEPARTMENT HEAD SIGNATURE

COMMISSIONERS COURT

DATE

ATTEST, COUNTY CLERK