



State of Oregon Position Description

Company: Department of Administrative Services
Organization: Claims Management - DAS
Service Type: Excludable Management Service - Managerial

SECTION 1. POSITION INFORMATION

Job Profile Title:	Operations & Policy Analyst 3	Job Profile ID:	X0872
Business Title:	Claims Management Consultant	Position ID:	
Employee Name:		Company ID:	10700
Representation:	MMN	Budget Auth No:	
Location:	Salem DAS General Services Building		
Supervisor:	Eric Mogen (Business Operations Manager 3)		
Position:	Operations & Policy Analyst 3		
Time Type:	Full Time		
FLSA:	Exempt		
Exempt Reason:	Administrative Exemption		
Overtime Eligible:	No		
Employee Type:	Permanent		

SECTION 2. JOB DESCRIPTION SUMMARY

Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.

a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

The Department of Administrative Services (DAS) is the central administrative agency that leads state government to implement the policy and budget decisions of the Governor and Oregon Legislature. Employing an enterprise-wide perspective, DAS serves state government by developing and upholding accountability standards to ensure productive and efficient use of state government's financial, human and information resources.

DAS provides a stable management infrastructure and essential business services including technology, financial, procurement, publishing/distribution, human resources and facility asset management. These services support and enable state and local government agencies to carry out their missions, benefiting all Oregonians.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary

purpose of this position is to:

Administer a statewide program for reducing management exposure to claims and lawsuits against the state. These are claims that have risen, or are expected to rise, to the level of tort litigation. The management and resolution of these claims frequently involve the need to interface with other branches of government, third party insurers and non-state employers. Settlement provisions may set statewide precedent in the areas of tort and related administrative remedies. This is a confidential position within the state's management team.

SECTION 3. JOB DESCRIPTION

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "essential" (E) or "Non-Essential" (NE) function.

30%-NC-E

Consulting:

- Consult with and advise state directors, administrators, managers, agency staff and agency general counsel regarding claims and related loss control issues.
- Identify issues raised from claim investigations and analyze and resolve these issues.
- Work with agency management in reviewing circumstances giving rise to loss, and formulate a plan of action to eliminate or reduce the likelihood of a recurrence.
- Review and analyze:
 - Agency administrative rules
 - Policies
 - Procedures
 - Personnel
- Consult with trial counsel on lawsuit evaluation and resolution and loss control section on global loss control issues.
- Participate in seminars and workshops on claims and loss control issues.
- Conduct post-claim resolution reviews on high exposure, complex civil rights and suits with recommendations being made

25%-NC-E

Analysis:

- Analyze a diverse variety of complex, high exposure, high profile and sensitive tort claims, state and federal lawsuits against agencies, agency officials, managers, employees, and agents to determine coverage, legal liability, degree of negligence, damages, exposure, defense cost, and impact on insurance fund and agency programs.
- Make decisions by comparing facts to legal duties, agency program considerations, setting legal precedents and other similar considerations.
- Evaluate damages by assessing the degree of the agencies or official's responsibility and the extend of damages.
- Review and analyze a variety of records and documents including:
 - Statutes
 - Administrative rules
 - Case law
 - Hearing and court transcripts
 - Contracts
 - Medical reports
 - Records
- Set and maintain indemnity and legal cost reserves.
- Consult with defense counsel and DOJ on cases in litigation as to direction of litigation, its exposure, value, cost, impact, and resolution

20%-NC-E

Investigation and Negotiation:

- Directly investigate and document facts pertaining to larger, more complex liability claims and suits and large state property losses including:
 - Determining extent and permanency of bodily injuries, psychological injuries and/or extent of physical damages to property and to the cost to repair or replace.
 - Interviewing state managers and their staff and other involved parties
 - Obtain and preserve physical and other evidence by taking written or audio video recorded statements, photographs, identifying, tagging, and storing items.
 - Direct contract providers in conducting investigation.
 - Direct and advise agency management in obtaining information needed for the investigation including conducting at scene, face to face, by phone or written correspondence.
- Resolve claims and lawsuits.
- Conduct settlement negotiations, taking into account economic and non-economic damages, the comparative negligence, joint tortfeasors, agency policy consideration, and interests of the respective parties.
- Conduct negotiations with adversarial or unreasonable claimant, their attorney(s) or their experienced professional legal representative in cases where the state is liable.
- Resolve state property claims with agencies and pursue recovery from excess property insurance carriers or liable third parties.
- Explore and use a variety of techniques to resolve a claim, such as the use of structured settlements, resolution of underlying issues, mediation, or arbitration.
- Consult with defense attorney on settlement strategies and grant appropriate settlement authority

10%-NC-E

Special Projects:

- Assist claim manager with assigned administrative duties such as audits, assignment of claims, and approval of payments.
- Conduct special projects at the discretion of the claim manager or administrator

10%-NC-E

Program Support:

- Participate in, and support program planning and development of program goals, objectives, and team meetings.
- Collaborate with Risk Management staff on varied projects and activities.
- Represent Risk Management on committees and task forces as assigned

5%-NC-E

Other duties to include but not limited to:

- Advises RM management of claims and suits involving high monetary exposure, agency program consideration, media exposure and/or other sensitive issues.
- Request authority beyond personal limitations for setting reserves and settlement

100%

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

This position involves frequent contact with executives, management, and staff both internal and external to the organization. It requires working with a variety of people and situations, which requires the incumbent to exercise diplomacy. Confidentiality of information must be maintained at all times. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames, and interface effectively with business partners. It requires maintenance of tight deadlines and close coordination of a large number of tasks. Often travel to meetings is required with some travel to trainings. There can be frequent interruptions, demanding timeframes, and non-traditional working hours. At times, weekend and evening work is required to meet customer demands and department deadlines. This position requires significant use of a computer and video-conferencing.

Where an employee's duties can be successfully performed away from their central workplace, an employee is eligible for remote work, upon agency approval.

This position is suitable for remote work options.

There may be times that a position or an individual must be located full-time, on-site, within traditional business hours. Times when on-site presence can be required include but are not limited to training, performance, business alignment, accommodations, or resource availability.

To be eligible for remote work, staff must have a home workspace that meets all applicable technology, security and safety requirements including the ability to provide protection of confidential information. Staff are responsible for obtaining an appropriate broadband internet connection for working remotely.

Staff working remote shall:

- Meet all responsibilities and perform all duties as if their role was performed in a traditional work setting.
- Comply with all agency policies, guidelines, and management directives.
- Maintain a professional demeanor in the performance of all duties.
- Meet and maintain performance expectations.
- Be available each week during established work hours, as determined by the business need.

DAS is committed to diversity. Diversity efforts reinforce respectful treatment of others in the workplace. These efforts focus on identifying ways to work better together, reducing conflict by increasing understanding, improving collaboration, fostering teamwork, and increasing productivity and quality of services delivered by DAS. You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful and productive work environment.

Working in a team-oriented environment requires participative decision making and cooperative interactions among staff and management. This includes maintaining regular and punctual attendance; performing all duties in a safe manner; and complying with all policies and procedures.

SECTION 5. GUIDELINES

List any established guidelines used in the position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

- ORS Chapter 278
- Oregon Tort Claims Act
- Risk Internal Policies
- Oregon Revised Statutes
- Governor's Executive Orders
- DAS Rules and Policies

- Attorney General Opinions
- Legislative Approved Budgets
- Federal Employment Laws and Regulations
- Oregon Administrative Rules
- Gubernatorial policies
- Technical Manuals and federal laws and rules

How are these guidelines used?

To apply guidelines and references in performance of job duties and ensure compliance with all applicable statutory mandates in the Risk Management program areas. These include all laws pertaining to liability, insurance, workers’ compensation, civil rights, duties and powers of officials, contracts, fidelity, court procedures, and some crimes are used to analyze and evaluate the rights and duties of claimants, state officers, employees, agencies, and programs. They are also used to define Risk Management duties and authority.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who	How	Purpose	How Often?
Attorney Reps	In Person, by mail, email or telephone	Settlement negotiations	Daily
Claimants	In Person, by mail, email or telephone	Investigate & negotiate	Daily
DOJ Attorney(s) and staff	In Person, by mail, email or telephone	Litigation control & settlement authority	Daily
State Managers	In Person, by mail, email or telephone	Obtain information & advise	Daily

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

This position investigates, reviews, and analyzes agency and state managers’ authority and actions, and determines extent of legal liability exposure and degree of damages. Directly negotiates with adverse claimants and attorneys to settle claims and lawsuits against state managers, and officials, and decides amount of authority to be given to DOJ Trial Division attorneys for settlement. All claim reserving and settlement decisions have consequences directly affecting the long-term and essential operations of the involved agency. Decisions may have a fiscal impact on agencies beyond the subject claim.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
BOM 3	1370081	In Person, by mail, email or telephone	Quarterly	Performance Evaluation
BOM 3	1370081	In Person, by mail, email or telephone	Regularly	Regular check ins; Review and progress of work

SECTION 9. OVERSIGHT

What are the oversight activities for this position?

SECTION 10. ADDITIONAL POSITION RELATED INFORMATION

List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This position is subject to a criminal records check, which may require fingerprints. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check (FBI). Any history of criminal activity will be reviewed and could result in the withdrawal of the offer or termination of employment.

You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful and productive work environment; maintain regular and punctual attendance; perform all duties in a safe manner; and comply with all policies and procedures. Working in a team oriented environment requires participative decision making and cooperative interactions among staff and management. You are to be aware of Affirmative Action and the department's Diversity strategies and goals.

Additional skills, abilities and requirements:

- Knowledge and expertise in risk management and insurance principles
- Excellent conflict management, diplomatic communications, and consulting skills
- Ability to work independently and in teams.
- Ability to collect, analyze and interpret data, communication and apply complex information from multiple sources.
- Ability to tactfully gain cooperation of others.
- Ability to pursue and recover monies owed due to legal liability.
- Program monitoring and coordinating ability; high level of critical problem identification and solving; accurate and credible data analysis and report writing.

Unit Behavioral Expectations:

- Promote excellent customer service at all times.
- Provide receptivity to constructive feedback and alternative viewpoints at all times.
- Exhibit team skills through participation in team projects, assistance, and support to co-workers
- Effectively and efficiently identify and resolve problems.
- Improve policies, processes, and tools to benefit our customers and to support a more effective and efficient program infrastructure

SECTION 11. BUDGET AUTHORITY

If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount	Fund Type
----------------	-----------------	-----------

SECTION 12. ORGANIZATIONAL CHART

See Organizational Chart (attach copy or view within Workday).

SECTION 13. SIGNATURES

Employee

Date

Manager

Date

Jesus R. Guebara

2/20/2026

Appointing Authority

Date