

JOB ROLE STATEMENT

CLAIMS OFFICER LEVEL 4

DIRECTORATE FINANCE AND COMMERCIAL SERVICES
BRANCH LEGAL AND COMMERCIAL SERVICES **POSITION NO** P0061855

KEY RESPONSIBILITIES

Co-ordinate and resolve minor public liability claims. Process Freedom of Information applications. Assist with administration of project insurances.

KEY DELIVERIES

Public Liability Claims

- Receive and log minor public liability claims and other claims (e.g. property claims).
- Investigate, research, assess and resolve minor public liability and other claims (e.g. property claims).
- Liaise with members of the public regarding minor public liability claims.
- Liaise with Main Roads staff, contractors and underwriters as required.
- Provide reports to management on progress of minor public liability and other claims.
- Attend meetings with legal representatives and underwriters.

Freedom of Information

- Receive and log Freedom of Information applications.
- Undertake document searches and assessments.
- Assist with preparation of Notices of Decision.
- Assist with 3rd party consultation.
- Liaise with Freedom of Information applicants.
- Maintain appropriate statistics and records.

Insurance

- Co-ordinate and maintain Main Roads' insurance portfolio with RiskCover.
- Assist with administration of project insurances.
- Liaise with RiskCover as required on claims and general insurance matters.
- Maintain certificates of currency and policy wordings supplied by RiskCover.
- Assist in budgeting and estimating requirements for Main Roads' insurance portfolio.
- Assist with dealing with insurance-related inquiries.
- Provide training and support to Main Roads staff re: Main Roads' insurance portfolio (excluding Main Roads workers compensation insurance and vehicle insurance).

Administrative Support

- Assist with branch annual budgeting and monthly forecasting requirements.
- Co-ordinate processing of invoices received from law firms and State Solicitors Office.

Stakeholder Relationships

- Liaise with RiskCover, contractors, law firms and members of the public.

SAFETY, HEALTH AND WELLBEING (SHW)

Responsible for active participation and performance to SHW standards as detailed by the Main Roads' Safety, Health and Wellbeing (SHW) Management System - refer to "SHW Roles and Responsibilities Procedure" on 'iRoads' intranet.

LOCATION

Main Roads is a regionalised organisation with key delivery centres operating from the Kimberley to the Great Southern regions, including the metropolitan area. The incumbent of this position may be required to undertake a role in a region for a period of time.

DYNAMIC RESOURCING

The incumbent of the position may be required to perform any other role within the incumbent's level of skill, competence and responsibility as directed by the Managing Director of Main Roads to meet the organisation's objectives and the incumbent's development.

REPORTING RELATIONSHIPS

This position reports to:

(A) TITLE AND LEVEL		POSITION NO
LEGAL AND COMMERCIAL SERVICES MANAGER	LEVEL 7	P0063263

CLAIMS OFFICER LEVEL 4

POSITIONS UNDER DIRECT SUPERVISION

List the position numbers, titles and levels of positions directly supervised

TITLE and LEVEL

POSITION No

CATEGORY

NUMBER

Salaried, Wages

TOTAL

SELECTION CRITERIA

ESSENTIAL

- Sound skill, knowledge and experience in:
 - dispute resolution and complaints management
 - provision of customer focused service
 - negotiation and facilitation
 - research and investigation
 - building and enhancing stakeholder relationships
 - written communication
- Knowledge of:
 - claims management processes
 - policies and practices on Occupational Safety, Health and Wellbeing, EEO, diversity and equity

DESIRABLE

- A Diploma in Business.

CERTIFICATION

1. The details contained in this Job Role Statement have been reviewed and conform to Main Roads guidelines.

SIGNATURE


.....
BRANCH/SECTION HEAD

DATE

9/8/12

2. The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

SIGNATURE



.....
EXECUTIVE DIRECTOR

DATE

9/8/12

3. The details contained in this document have been reviewed and conform to Main Roads guidelines.

SIGNATURE


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MANAGER ORGANISATIONAL REVIEW AND
CO-ORDINATION

DATE

12/8/12