

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

RPA NUMBER 31014	DGS DIVISION / OFFICE or CLIENT AGENCY Administration/ORIM	
UNIT NAME MVIA	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 707 3rd Street, West Sacramento, CA 95605	
CIVIL SERVICE CLASSIFICATION Analyst II	POSITION NUMBER 306-041-5393-706	CBID R01
POSITION ELIGIBLE FOR TELEWORK: ☒ Yes ☐ No	PROBATIONARY PERIOD ☐ 6 Months ☒ 12 Months ☐ N/A	WORK WEEK GROUP 2
WORK SCHEDULE (DAYS / HOURS) Mon-Fri/8am-5pm	TENURE Permanent	
WORKING TITLE Claims Analyst	TIMEBASE Full Time	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): ☒ Yes ☐ No	BILINGUAL POSITION: ☐ Yes ☒ No LANGUAGE NEEDED: ☐ Verbal ☐ Written Proficiency language in: _____	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION ☒ Rank and File ☐ Supervisor ☐ Specialist ☐ Office of Administrative Hearings ☐ Client Agency

The Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

POSITION CONCEPT

Under direction of the Supervisor I in the Office of Risk and Insurance Management (ORIM), Motor Vehicle Claims Unit, the Analyst II investigates and negotiates settlement of the more varied and complex tort liability and physical damage claims in accordance with state laws and regulations, DGS guidelines, ORIM operating procedures and various State Administrative Manual sections.

SPECIAL REQUIREMENTS

☐ Medical Clearance ☐ Background Clearance ☐ Typing ☐ DMV Pull Notice ☐ Drug Testing

☐ Vehicle Home Storage Permit ☐ Driver's License and Class (specify below in Description) ☐ Certificate (specify below in Description)

☐ Professional License (specify below in Description) ☐ Other (specify below in Description)

Telework

The employee must reside in California.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
25%	Investigates, evaluates and concludes complex tort auto liability claims involving state agencies and its employees by gathering information from claimants, attorneys, and other interested parties and evaluates accident reports, police reports, medical reports, expert opinions and other pertinent documents in order to determine the state's liability for injury or damages being claimed by utilizing state laws and regulations to ensure the accuracy and merits of presented claims.
25%	Facilitates the legal handling of litigated claims by collaborating with the state's attorney to develop litigation strategies and settlements. Attends legal proceedings, mediations, court settlement conferences and participates in negotiations utilizing state laws and regulations as needed in order to protect the states interests and ensure effective claim resolution.
25%	Prepares requests for settlement authority, warrant requests, releases and correspondence to

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	interested parties. Utilizes a claims management system to successfully manage the case workload, establish and maintain appropriate reserves, prepare correspondence for all involved parties, verify and enter claim data, input all actions of the claim (telephone calls, medical file, correspondence sent and received, etc.) in the notepad and prepares reports as needed.
10%	Facilitate recommendations and payments of tort General Liability claims filed with the Government Claims Program that are made against DGS.
10%	Provides backup and support for all units within ORIM; Government Claims Program, Insurance Procurement and Risk, Motor Vehicle Insurance Account, and other program, project and administrative functions within ORIM.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Perform other duties and special projects as assigned within the scope of the classification. Attends training and refresher courses as necessary to broaden knowledge, skills, and abilities.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS☒ Travel (Specify the percentage in the travel box below)Travel 5 % of the time to various locations and may include overnight travel by various methods of transportation.

Fast-paced, deadline driven environment with high work volume.

Daily and frequent use of phone, fax, copiers, and general office equipment.

Prolonged use of personal computer at workstation and a variety of software applications.

Appropriate dress for professional office environment.

Handles sensitive information and maintains strict confidentiality

DESIRABLE QUALIFICATIONS

Experience handling bodily injury and litigated claims that include attending mediations and mandatory settlement conferences

Solid understanding of liability and tort law

Excellent verbal and written communication skills

Strong organizational skills

Strong attention to detail and accuracy

Ability to adjust to shifting priorities and meet stated deadlines

Customer service and strong interpersonal skills

Relevant technical expertise and legal knowledge for handling complex matters

Strong analytical and problem-solving skills

Experience gathering and analyzing information and making recommendations

Effective negotiation skills

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed these duties with my supervisor and have received a copy of the duty statement. I have read and understand the duties and essential functions listed above and I am able to complete the essential functions with or without a reasonable accommodation. (If you believe you need a reasonable accommodation or you are unsure if you need a reasonable accommodation, please inform the hiring manager and contact the Reasonable Accommodation Unit at reasonableaccommodation@dgs.ca.gov)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED
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I have discussed the duties of the position with the employee and certify the duty statement represents an accurate description of the essential functions of the position. I have provided the employee with a copy of this duty statement.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED
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C & P APPROVED BY	DATE SIGNED
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