



COUNTY OF LOS ANGELES  
CHIEF EXECUTIVE OFFICE  
OPEN COMPETITIVE JOB OPPORTUNITY



Bulletin No. 2434BR

Posting Date: May 6, 2011

**JOB TITLE**

**PROGRAM SPECIALIST III, CEO (LIABILITY CLAIMS MONITOR)**

**APPLICATIONS MUST BE FILED ONLINE ONLY. APPLICATIONS SUBMITTED BY U.S. MAIL, FAX, OR IN PERSON WILL NOT BE ACCEPTED.**

**EXAM NUMBER**

M0817-AE

**FILING DATES**

May 9, 2011 until needs are met

**SALARY**

\$5,699.55 to \$7,475.64 **MONTHLY**

**BENEFITS PLAN**

The County of Los Angeles provides an excellent flexible benefits package that allows employees to choose benefits that meet their own specific needs. The package includes:

- **Retirement Plans** – The successful candidate may choose either a contributory or non-contributory defined benefit plan. It should be noted that County employees DO NOT pay into Social Security, but do pay the Medicare Hospital Insurance Tax (HIT) portion of Social Security at a rate of 1.45%.
- **Cafeteria Benefit Plan** – Benefits may be purchased from the MegaFlex Cafeteria benefit plan using a tax-free County Contribution of 14.5% to 17% of employee's monthly salary. Any portion of the County contribution not used to purchase benefits is given to the employee as taxable income. Benefits available within the MegaFlex Benefit Plan include medical, dental, disability, life and AD&D insurances. (Not available to County employees who are currently in Flex.)
- **Non-Elective Days** – 10 paid days per year with the option to buy an additional 1 to 20 elective annual leave days. Annual leave days can be used for vacation, sick or personal leave.
- **Flexible Spending Accounts** – Employees may contribute up to \$400 per month tax free to Health Care and Dependent Care Spending Accounts. The County contributes \$75 per month to the Dependent Care Spending Account.
- **Savings Plan (401K)** – Optional tax-deferred income plan that includes a County match up to 4% of employee's salary is available.
- **Deferred Compensation Plan (457)** – Optional tax-deferred income plan that includes a County matching contribution up to 4% of employee's salary.
- **11 paid holidays per year.**

Chief Executive Office: Address: 500 West Temple Street, Room 785, Los Angeles, California 90012  
TTY Phone: (213) 613-4796

## ESSENTIAL JOB FUNCTIONS

- Analyzes and makes recommendations with respect to technical liability claims administration issues.
- Advises and trains County and TPA staff in liability claims management and County processes, procedures and practices.
- Assists operating departments in the cost-effective resolution of liability claims issues.
- Attends and contributes technical expertise during regularly scheduled liability claims reviews and legal roundtable meetings.
- Coordinates County liability claims management TPA performance programs, to include biannual TPA claims performance audits and TPA claims monitor assessments.

## SELECTION REQUIREMENTS

Three year's experience in a staff capacity\* analyzing and making recommendations for the solution of problems of organization, programs, and systems with respect to technical liability claims administration issues. Two years of the required experience must have been at the level of the County of Los Angeles' classification of Program Specialist II, CEO or higher.\*\*

**Physical Class:** 2 – Light:

Light physical effort, which may include occasional light lifting to a 10-pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

**Licenses:** A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

**Special Requirement Information:** \*Experience in a staff capacity is defined as work in an advisory capacity to line managers to provide program and administrative support.

\*\*In the County of Los Angeles, experience at the level of Program Specialist II, CEO is defined as experience providing operating departments with professional services in the administration of specialized Countywide programs.

\*\*\*Accredited Institutions are those listed in the publications of regional, national or international accrediting agencies which are accepted by the Department of Human Resources. Publications such as **American Universities and Colleges and International Handbook of Universities** are acceptable references. Also acceptable, if appropriate, are degrees that have been evaluated and deemed to be equivalent to degrees from United States accredited institutions by an academic credential evaluation agency recognized by **The National Association of Credential Evaluation Services or Association of International Credential Evaluators, Inc.**

**Transcripts:** In order to receive credit for any college course work, or any type of college degree, such as a Bachelor or Master degree, or for completion of a certificate program, you must include a legible copy of the official diploma, official

transcripts, or official letter from the accredited institution which shows the area of specialization, or official certificates **with your application**. All information and records are subject to verification. Falsification of records may result in disqualification from the examination

**INTERNET PRINTOUT WILL NOT BE ACCEPTABLE.**

Applications received without a photocopy of the degree will not receive credit for the degree.

**DESIRABLE QUALIFICATIONS**

- Graduation from an accredited\*\*\* four-year college or university with a Bachelor's degree in Public Administration, Business Administration, Risk Management, Industrial Relations, or a closely related field and possession of at least one of the following designations: Associate in Risk Management (ARM); Associates in Claims (AIC).
- Experience in liability claims adjusting and investigations dealing with general liability, auto liability, and/or medical malpractice claims.
- Ability to promote organizational visions, mission, and core values.
- Experience in liability claim file auditing.
- Outstanding communicator with excellent verbal, written, listening and presentation skills.
- Experience in coordinating and/or supervising a liability Third Party Administrator (TPA), claims, or investigative staff.
- Excellent facilitator with skills that build consensus among a variety of divergent interests and opinions and demonstrated ability to establish and maintain effective relationships with diverse individuals and groups.
- Ability to grasp information quickly and be able to effectively manage highly complex issues.
- Ability to work with executive management, elected officials, and other entities.
- Ability to exercise sound judgment and initiative within established guidelines.

**SPECIAL INFORMATION**

**Shift:** Day: 8:00 a.m. – 5:00 p.m.

Note: Appointment to this position is contingent upon the satisfactory completion of background and reference checks.

**VACANCY INFORMATION**

The eligible register resulting from this examination will be used to fill a vacancy in the Risk Management Branch within the Chief Executive Office.

**EXAMINATION CONTENT**

This examination will consist of a qualifying assessment of each candidate's background based on the application information as related to education, experience and Desirable Qualifications submitted at the time of filing to determine the level and scope of the applicant's preparation for this position and an interview.

The applicants with the highest qualifications as determined by the screening process will be invited to the interview weighted 100%.

The interview will assess education, experience, personal fitness and general knowledge and abilities to perform the duties of the position. Candidates must achieve a passing score of 70% or higher on the interview in order to be placed on the eligible register.

**ELIGIBILITY INFORMATION**

Candidates who achieve a passing score of 70% or higher on the examination interview will be placed on an eligible register in the order of their score group for a period of twelve (12) months following the date of promulgation. No person may compete for this examination more than once every 12 months.

\*\*\*\***IMPORTANT INFORMATION**\*\*\*\*

**APPLICATION  
INFORMATON**

Applicants must upload any required documents as attachments during application submission or fax the required documents to (213) 613-0744 within **five (5) business days** of filing online.

Please indicate your Name, Exam Number and the Exam Title on the faxed documents.

The acceptance of your application depends on whether or not you have **clearly** shown that you meet the **Selection Requirements**. Please fill out the application completely and correctly so that you will receive full credit for related education and experience.

In the space provided for education, include the names and address of schools attended, titles for courses completed, dates completed and number of credits and/or certificates earned. For each job held, give the name and address of your employer, your job title, beginning and ending dates, description of work performed, and salary earned. All information supplied by applicants is subject to verification.

Applications may be rejected at any stage of the selection process.

**Submit completed application and any required supplemental (if any) in person or by U.S. Mail to the following address:**

***“ONLINE FILING ONLY – APPLICATIONS SUBMITTED BY U.S. MAIL, FAX, OR IN PERSON WILL NOT BE ACCEPTED”.***

Apply on-line at: <http://easier.co.la.ca.us/jobs/jobs/applicationscreen.htm>

If you have any questions please call (213) 974-2363.

**DISABILITY  
ACCOMMODATIONS**

**Americans with Disabilities Act of 1990:** All positions are open to qualified men and women. Pursuant to the Americans with Disabilities Act of 1990, persons with disabilities who believe they need reasonable accommodation, or help in order to apply for a position, may contact the ADA coordinator at (213) 893-2453.

Contact the Coordinator of Personnel Services for Disabled Persons by calling (213) 893-2453. Hearing impaired applicants with telephone teletype equipment may leave messages by calling (213) 613-4796. The County will attempt to meet reasonable accommodation requests whenever possible.

**AN EQUAL  
OPPORTUNITY  
EMPLOYER**

**Equal Employment Opportunity:** It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

**CHILD SUPPORT  
COMPLIANCE**

**Los Angeles County Child Support Compliance Program:** In an effort to improve compliance with court-ordered child, family and spousal support obligations, certain employment and identification information (i.e., name, address, Social Security number and date of hire) is regularly reported to the State Directory of New Hires, which may assist in locating persons who owe these obligations. Family Code Section 17512 permits under certain circumstances for additional employment and identifying information to be requested. Applicants will not be disqualified from employment based on this information.

## VETERAN'S CREDIT

**VETERANS' PREFERENCE CREDIT** of 10 points will be added to the final passing grade in any open competitive examination if you are an honorably discharged veteran who served in the Armed Forces of the United States:

- During a declared war; or
- During the period April 28, 1952 through July 1, 1955; or
- For more than 180 consecutive days, other than for training, any part of which occurred after January 31, 1955, and before October 15, 1976; or
- In a campaign or expedition for which a campaign medal or expeditionary medal has been authorized and awarded.

This also applies to the spouse of such person who, while engaged in such service was wounded, disabled or crippled and thereby permanently prevented from engaging in any remunerative occupation, and also to the widow or widower of any such person who died or was killed while in such service. A DD214, Certificate of Discharge or Separation from Active Duty, or other official documents issued by the branch of service are required as verification of eligibility for Veterans' preference. If you are unable to provide any documentation at the time of filing, the 10 points will be withheld until such time as it is provided.

## EMPLOYMENT ELIGIBILITY INFORMATION

**Employment Eligibility Information:** Final appointment is contingent upon verification of U.S. citizenship or the right to work in the United States. Immigration law provides that **all** persons hired after November 6, 1986, are required to present original documents to the County, **within three (3) business days** of hiring, which show satisfactory proof of: 1) identity and 2) U.S. employment eligibility.

## RECORD OF CONVICTIONS

A full disclosure of all convictions is required. Failure to disclose convictions will result in disqualification. Not all convictions constitute an automatic bar to employment. Factors such as your age at the time of the offense(s), and the recency of offense(s) will be taken into account, as well as the relationship between the offense(s) and the job(s) for which you apply. However, any applicant for County employment who has been convicted of workers' compensation fraud is automatically barred from employment with the County of Los Angeles (County Code Section 5.12.110). **ANY CONVICTIONS OR COURT RECORDS WHICH ARE EXEMPTED BY A VALID COURT ORDER DO NOT HAVE TO BE INCLUDED.**

## SOCIAL SECURITY ACT OF 2004

Section 419 (c) of Public Law 108-203, the Social Security Protection Act of 2004, requires State and local government employers to disclose the effect of the Windfall Elimination Provision and the Government Pension Offset Provision to employees hired on or after January 1, 2005, in jobs not covered by Social Security.

The County of Los Angeles does not participate in the Social Security System. All newly hired County of Los Angeles employees must sign a statement (Form SSA-1945) prior to the start of employment indicating that they are aware of a possible reduction in their future Social Security benefit entitlement. For more information on Social Security and about each provision, you may visit the website [www.socialsecurity.gov](http://www.socialsecurity.gov), or call toll free 1-800-772-1213. Persons who are deaf or hard of hearing may call the TTY number 1-800-325-0778 or contact a local Social Security office.