



Alameda County  
**District Attorney's Office**  
Victim/Witness Assistance Division  
Nancy E. O'Malley, District Attorney

**CLAIMS SPECIALIST**  
**(Collection Enforcement Deputy I)**

Salary \$1953.00 – \$2313.00 biweekly  
(\$50,778.00 - \$60,138.00 approx. annually)

**JOB DESCRIPTION**

The Claims Specialist position requires the evaluation of an applicant's eligibility for State Compensation from the Victims of Violent Crimes Act, a financial reimbursement program administered by the Victim Compensation and Government Claims Board (VCGCB). The Claims Specialist is responsible for verifying and calculating medical and/or wage losses and reimbursement and the preparation of a report used by the VCGCB in making its final decision on the claim.

Applicants should possess the following skills and abilities

Ability to:

1. Read, write, and communicate orally effectively and possess good organizational skills;
2. Analyze problems and take effective action;
3. Understand, assimilate, and apply the extensive laws and regulations which govern the Victims of Crime Compensation Program;
4. Calculate, analyze, and evaluate financial losses resulting from injuries;
5. Understand general medical terminology;
6. Work within a computer network system;
7. Work well under pressure, meeting deadlines and quotas;
8. Work with a wide diversity of applicants who may be in crisis;
9. Deal effectively with the public;
10. Establish and maintain good relationships with those contacted during the course of the job;
11. Work independently with minimal supervision;
12. Adapt to frequent State of California policy and statutory revisions governing the claims verification process.
13. To attend a two weeks of paid training in Sacramento requiring overnight lodging.
14. The selected candidate, as an employee of the District Attorney's Office of the Alameda County, must successfully pass a background investigation intended to identify factors which may limit effective job performance and other areas consistent with office policy and practice.

The following qualifications are highly desirable:

1. Possession of a college degree;
2. Work experience in performing claims or case review and/or investigative duties for an insurance company, bank, medical benefits, or related industry;
3. Fluency in languages in addition to English and Spanish

The Exam process: Written Examination and Oral Interview

Applications will be reviewed to determine the candidate's suitability for a written pass/fail examination. Depending on the number of applications received, candidates will be notified by telephone if they are selected for the written examination. The written examination, (about 1 hour) will be scheduled by appointment during the week of March 4, 2019.

Those candidates who pass the written examination will be contacted to return for an oral interview.

**All applications must be submitted no later than 5:00p.m. Friday, March 1, 2019.**

Contact Maria Lukan, Office Manager, at (510) 272-6179 to request an application.

**The Alameda County District Attorney's Office is an equal opportunity employer**