



Service Counselor 2- Tort Program

Tennessee Department of Treasury

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The Tennessee Department of Treasury impacts the lives of Tennesseans every day. Treasury is responsible for many of the financial operations of state government, including managing more than \$60 billion in assets through its various investment programs. We administer the State's Retirement Program, *RetireReadyTN*, which combines the state pension plan, Tennessee Consolidated Retirement System, and the State's Deferred Compensation plan. Treasury serves all Tennesseans by helping to educate and empower them to make smart financial choices, and by providing public-serving programs in the areas of college savings, financial literacy, unclaimed property, criminal injuries compensation, and more.

Job Overview:

The individual in this position will perform tasks to intake, review and decide whether reimbursement is appropriate on tort liability and employee property damage claims filed by citizens or employees who have allegedly incurred damages as a result of compensable incident for which recovery is available under state statutory provisions.

Key Responsibilities:

- Works with any claimants, attorneys, state agency personnel and others to explain the claims process, and facilitate any part of that process that needs to be addressed on any claim filed, including communications which may occur before a claim is filed.
- Review claims for damages, allegations, police reports, departmental reports and memos, medical bills/records, and documents for clarity and whether they provide adequate support for damages.
- Explain and follow statutory, procedural and other requirements as needed to fulfill responsibilities which vary depending on the claim.
- Review materials carefully to ensure that the appropriate decision is made relative to the statutory requirements and that sufficient supporting documentation has been submitted to support any payment of damages.
- Make decision recommendations and determine appropriate payment of damages, if applicable, for a supervisor to review.
- Obtain competency in reviewing reports and monitoring activity in the electronic workflow software to properly manage caseload and perform work tasks.
- Monitor responsibilities including, but not limited to, calls, correspondence, and work queues, etc.
- Support or perform other program/process objectives or goals of the division as assigned.

Qualifications:

- Graduation from an accredited four-year college or university with a bachelor's degree.
- Experience equivalent to one year of full-time professional experience.

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