



PROPERTY LIABILITY CLAIMS CONSULTANT CAREER PATH

Job Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6 (Senior)
Education	Bachelor's Degree	Bachelor's Degree	Bachelor's Degree	Bachelor's Degree	Bachelor's Degree	Bachelor's Degree
Certifications or Licenses	None	Prefer one of the "Special Qualifications"	Prefer one of the "Special Qualifications"	Required to have one of the "Special Qualifications"	Required to have one of the "Special Qualifications"	Required to have one of the "Special Qualifications"
Industry Years of Experience	1-2 years' experience	3-4 years' experience	5-6 years' experience	7-8 years' experience	9-10 years' experience	More than 10 years' experience
CIS Years of Experience as a PL Claims Consultant	None	1-2 years	3-4 years	4-5 years	5-6 years	More than 6 years
Claims Complexity	Low complexity; all claim types except employment and law enforcement	Low-medium claims complexity, may be assigned to simple law enforcement and/or employment claims	Medium claims complexity, law enforcement and employment claims	Medium-high claims complexity, includes law enforcement and employment claims	High claims complexity, includes law enforcement and employment claims	Highest level of complex claims, includes law enforcement and employment claims
Job Profile Factors The factors in the sections below, are copyrighted property of a CIS Vendor, so should not be use or reproduced without vendor permission						
Job Profile Factor: Communication Factor	JP Level 4: Regular communication inside and outside the organization to exchange ideas and gather information.	JP Level 5: Regular communication inside and outside the organization to exchange ideas and gather information.	JP Level 5: Regular communication inside and outside the organization to exchange ideas and gather information.	JP Level 5: Regular communication inside and outside the organization to exchange ideas and gather information.	JP Level 5: Regular communication inside and outside the organization to exchange ideas and gather information.	JP Level 5: Regular communication inside and outside the organization to exchange ideas and gather information.
Job Profile Factor: Creativity and Problem-Solving Factor	JP Level 2: Minimal need for the redesign of single focus	JP Level 2: Minimal need for the redesign of single focus process or procedure is needed.	JP Level 3: Regular need for redesign of a single focus process or procedure is needed.	JP Level 3: Regular need for redesign of a single focus process or procedure is needed.	JP Level 3: Regular need for redesign of a single focus process or procedure is needed.	JP Level 4: Regular need for the development of new processes and procedures or

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	process or procedure is needed.					the redesign of interrelated processes and procedures is needed.
Job Profile Factor: Mental Factor	JP Level 4: There is a regular need to assess risk as well as to make determinations about tasks and deadlines.	JP Level 5: There is a regular need for assessment of risk, analysis of options and decisions without complete information.	JP Level 5: There is a regular need for assessment of risk, analysis of options and decisions without complete information.	JP Level 5: There is a regular need for assessment of risk, analysis of options and decisions without complete information.	JP Level 5: There is a regular need for assessment of risk, analysis of options and decisions without complete information.	JP Level 5: There is a regular need for assessment of risk, analysis of options and decisions without complete information.
Job Profile Factor: Physical Factor	JP Level 3: Positions at this level require some physical efforts or manual labor such as lifting, carrying or constant movement. Positions with regular responsibility for driving are to be placed at least at this level.	JP Level 3: Positions at this level require some physical efforts or manual labor such as lifting, carrying or constant movement. Positions with regular responsibility for driving are to be placed at least at this level.	JP Level 3: Positions at this level require some physical efforts or manual labor such as lifting, carrying or constant movement. Positions with regular responsibility for driving are to be placed at least at this level.	JP Level 3: Positions at this level require some physical efforts or manual labor such as lifting, carrying or constant movement. Positions with regular responsibility for driving are to be placed at least at this level.	JP Level 3: Positions at this level require some physical efforts or manual labor such as lifting, carrying or constant movement. Positions with regular responsibility for driving are to be placed at least at this level.	JP Level 3: Positions at this level require some physical efforts or manual labor such as lifting, carrying or constant movement. Positions with regular responsibility for driving are to be placed at least at this level.
Job Profile Factor: Impact and Influence	JP Level 2: Positions at this level have a regular need or ability to analyze problem or concepts or make decisions on the information. Positions at this level have minimal impact and influence on organization operations, programs expense or budgetary outcomes. Dollar amounts influenced would be considered small. Responsibility for the prudent use of assets does not extend beyond own work responsibilities.	JP Level 3: Positions at this level have regular need or ability to analyze problem or concepts or make decisions on the information. Positions at this level have some impact to and influence on organization operations, programs, expense, or budgetary outcomes.	JP Level 3: Positions at this level have regular need or ability to analyze problem or concepts or make decisions on the information. Positions at this level have some impact to and influence on organization operations, programs, expense, or budgetary outcomes.	JP Level 3: Positions at this level have regular need or ability to analyze problem or concepts or make decisions on the information. Positions at this level have some impact to and influence on organization operations, programs, expense, or budgetary outcomes.	JP Level 3: Positions at this level have regular need or ability to analyze problem or concepts or make decisions on the information. Positions at this level have some impact to and influence on organization operations, programs, expense, or budgetary outcomes.	JP Level 3: Positions at this level have regular need or ability to analyze problem or concepts or make decisions on the information. Positions at this level have some impact to and influence on organization operations, programs, expense, or budgetary outcomes.
Job Profile Factor: Work Independence	JP Level 2: Positions at this level perform recurring routine work with regular supervision and generally functions from a set of	JP Level 3: Positions at this level are expected to handle regularly assigned work which includes making decisions and acting under limited supervision.	JP Level 3: Positions at this level are expected to handle regularly assigned work which includes making decisions and acting under limited supervision.	JP Level 3: Positions at this level are expected to handle regularly assigned work which includes making decisions and acting under limited supervision.	JP Level 3: Positions at this level are expected to handle regularly assigned work which includes making decisions and acting under limited supervision.	JP Level 3: Positions at this level are expected to handle regularly assigned work which includes making decisions and acting under limited supervision.

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	instructions or written procedures. Positions occasionally encounter some variations from norm and are encouraged to suggest ways for handling these but are not granted the latitude to take final action.	New or unusual work is performed with a moderate degree of supervision, assistance, and review.	New or unusual work is performed with a moderate degree of supervision, assistance, and review.	New or unusual work is performed with a moderate degree of supervision, assistance, and review.	New or unusual work is performed with a moderate degree of supervision, assistance, and review.	New or unusual work is performed with a limited degree of supervision, assistance, and review.
Job Profile Factor: Planning Factor	<p>JP Level 4:</p> <p>Positions at this level require refined planning and goal-setting skills. Plans must consider options and contingencies and must include methods for handling any difficulties encountered. Positions at this level typically plan as part of a group activity and focus on the impact of the plan on others.</p>	<p>JP Level 4:</p> <p>Positions at this level require refined planning and goal-setting skills. Plans must consider options and contingencies and must include methods for handling any difficulties encountered. Positions at this level typically plan as part of a group activity and focus on the impact of the plan on others.</p>	<p>JP Level 4:</p> <p>Positions at this level require refined planning and goal-setting skills. Plans must consider options and contingencies and must include methods for handling any difficulties encountered. Positions at this level typically plan as part of a group activity and focus on the impact of the plan on others.</p>	<p>JP Level 4:</p> <p>Positions at this level require refined planning and goal-setting skills. Plans must consider options and contingencies and must include methods for handling any difficulties encountered. Positions at this level typically plan as part of a group activity and focus on the impact of the plan on others.</p>	<p>JP Level 4:</p> <p>Positions at this level require refined planning and goal-setting skills. Plans must consider options and contingencies and must include methods for handling any difficulties encountered. Positions at this level typically plan as part of a group activity and focus on the impact of the plan on others.</p>	<p>JP Level 4:</p> <p>Positions at this level require refined planning and goal-setting skills. Plans must consider options and contingencies and must include methods for handling any difficulties encountered. Positions at this level typically plan as part of a group activity and focus on the impact of the plan on others.</p>
Job Profile Factor: Supervision	<p>JP Level 1:</p> <p>Positions at this level are not responsible for any supervisory functions or responsibilities but may occasionally be asked to orient and/or train new employees.</p>	<p>JP Level 1:</p> <p>Positions at this level are not responsible for any supervisory functions or responsibilities but may occasionally be asked to orient and/or train new employees.</p>	<p>JP Level 1:</p> <p>Positions at this level are not responsible for any supervisory functions or responsibilities but may occasionally be asked to orient and/or train new employees.</p>	<p>JP Level 1:</p> <p>Positions at this level are not responsible for any supervisory functions or responsibilities but may occasionally be asked to orient and/or train new employees.</p>	<p>JP Level 1:</p> <p>Positions at this level are not responsible for any supervisory functions or responsibilities but may occasionally be asked to orient and/or train new employees.</p>	<p>JP Level 1:</p> <p>Positions at this level are not responsible for any supervisory functions or responsibilities but may occasionally be asked to orient and/or train new employees.</p>
Job Profile Factor: Environment	<p>JP Level 2:</p> <p>This level has a work environment that is usually well protected, free from hazards or obstacles. There is little element of personal risk or hazard. Job conditions are usually comfortable, with only occasional issues of confinement, temperature change, incident of noise,</p>	<p>JP Level 3:</p> <p>This level has a work environment with only occasional hazards or obstacles. There is a moderately low level of personal risk encountered while performing assigned work. Job conditions are occasionally uncomfortable relative to noise, temperature, inside/outside work, dirty conditions, or interactions with</p>	<p>JP Level 3:</p> <p>This level has a work environment with only occasional hazards or obstacles. There is a moderately low level of personal risk encountered while performing assigned work. Job conditions are occasionally uncomfortable relative to noise, temperature, inside/outside work, dirty conditions, or interactions with</p>	<p>JP Level 3:</p> <p>This level has a work environment with only occasional hazards or obstacles. There is a moderately low level of personal risk encountered while performing assigned work. Job conditions are occasionally uncomfortable relative to noise, temperature, inside/outside work, dirty conditions, or interactions with</p>	<p>JP Level 3:</p> <p>This level has a work environment with only occasional hazards or obstacles. There is a moderately low level of personal risk encountered while performing assigned work. Job conditions are occasionally uncomfortable relative to noise, temperature, inside/outside work, dirty conditions, or interactions with</p>	<p>JP Level 3:</p> <p>This level has a work environment with only occasional hazards or obstacles. There is a moderately low level of personal risk encountered while performing assigned work. Job conditions are occasionally uncomfortable relative to noise, temperature, inside/outside work, dirty conditions, or interactions with</p>

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	or interactions of a disagreeable nature, etc.	angry or hostile individuals, exposure to contagious disease, etc.	angry or hostile individuals, exposure to contagious disease, etc.	angry or hostile individuals, exposure to contagious disease, etc.	angry or hostile individuals, exposure to contagious disease, etc.	angry or hostile individuals, exposure to contagious disease, etc.
Job Profile Factor: Schedule	<p>JP Level 3:</p> <p>The work schedule occasionally fluctuates based on organization or customer needs. This fluctuation may occur with or without prior notice.</p>	<p>JP Level 3:</p> <p>The work schedule occasionally fluctuates based on organization or customer needs. This fluctuation may occur with or without prior notice.</p>	<p>JP Level 3:</p> <p>The work schedule occasionally fluctuates based on organization or customer needs. This fluctuation may occur with or without prior notice.</p>	<p>JP Level 3:</p> <p>The work schedule occasionally fluctuates based on organization or customer needs. This fluctuation may occur with or without prior notice.</p>	<p>JP Level 3:</p> <p>The work schedule occasionally fluctuates based on organization or customer needs. This fluctuation may occur with or without prior notice.</p>	<p>JP Level 3:</p> <p>The work schedule occasionally fluctuates based on organization or customer needs. This fluctuation may occur with or without prior notice.</p>