

WORKERS' COMPENSATION CLAIMS SPECIALIST

DEFINITION

Coordinates operational activities and provides technical and advisory services related to the District's workers' compensation claims administration program.

TYPICAL DUTIES

Coordinates the operational activities of the District's workers' compensation claims administration program.

Investigates District workers' compensation claims.

Audits outside workers' compensation claims administration firms and outside vendors such as defense counsels, investigation firms, vocational rehabilitation firms, and medical clinics.

Attends meetings, depositions, settlement conferences, hearings, and trials.

Makes recommendations regarding settlement and disposition of workers' compensation cases.

Researches, interviews, and makes recommendations regarding the use and selection of outside vendors such as defense counsels, medical clinics, claims administration firms, investigation firms, and vocational rehabilitation firms.

Assists in the development and implementation of policies, regulations, rules, and practices regarding the administration of workers' compensation claims.

Provides information, guidance, advice, and policy interpretation to District employees on workers' compensation related matters.

Utilizes the capabilities of management information systems related to worker's compensation programs.

Prepares the annual Survey of Occupational Injuries and Illnesses report for state agencies and the annual Public Self Insurers report.

Distributes monthly OSHA and Workers' Compensation Experience reports to the colleges and appropriate departments.

Plans, schedules and conducts in-service workshops on workers' compensation related issues.

Develops information packages, instructions, and brochures related to workers' compensation issues.

May supervise the work of assigned staff.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A **Workers' Compensation Claims Specialist** coordinates operational activities and provides technical and advisory services related to the District's workers' compensation claims administration program.

A **Risk Manager** develops, implements, and administers risk management programs designed to minimize losses and to assure the efficient and economical operations of the District's liability, workers' compensation, occupational health and safety and loss control programs.

DISTINGUISHING CHARACTERISTICS (Cont.)

An **Employee Benefits Specialist** administers the day-to-day operational activities of the employee benefits program of the District; assists in reviewing, selecting, and negotiating benefits plans, vendors, and carriers and serves as a resource person to the Joint Labor Management Benefits Committee.

SUPERVISION

General supervision is received from a classified manager or administrator. May exercise immediate supervision over assigned staff.

CLASS QUALIFICATIONS

Knowledge of:

- Practices and procedures pertinent to workers' compensation administration
- Sections of the California Education and Government Code pertaining to workers' compensation
- Sections of the California Labor Code pertinent to workers' compensation
- Rules and regulations of the California Division of Industrial Accidents, Workers' Compensation Appeals Board, and Unemployment Insurance Appeals Board
- California OSHA laws, rules and regulations
- Principles of underwriting, claims management, safety, and risk management
- Literature, periodicals, and other source materials pertaining to current trends in workers' compensation administration
- Principles and procedures of budgeting
- Basic principles and methods of statistical analysis, prediction and presentation
- Organization and management of records
- Principles and practices of business and public administration
- Capabilities of computer systems, software, and hardware used in the workers' compensation field
- Principles of training

Ability to:

- Effectively coordinate the administrative details of a workers' compensation program
- Understand, interpret, analyze and apply laws, rules, regulations and policies pertinent to assigned area
- Work effectively and tactfully with all levels of personnel in the District and representatives of contractors and other public agencies
- Write clear, comprehensive, and accurate reports and correspondence
- Make clear, concise, and effective oral and written presentations
- Identify workers' compensation program needs and alternatives, and makes recommendations on modifications and improvements as needed
- Collect, analyze, interpret, and evaluate data, draw sound conclusions, and make recommendations
- Cope with novel and difficult problems

Ability to: (Cont.)

- Organize work to meet critical deadlines
- Plan, schedule, coordinate, and conduct in-service workshops, seminars and conferences
- Develop informational packages, instructions and brochures relating to workers' compensation
- Provides technical assistance and guidance to others
- Learn specialized computer applications

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized four-year college or university preferably with a degree in public administration, business administration, or a closely related field.

Experience:

Three years of full-time paid professional-level experience in the coordination of a workers' compensation claims program for a large employer.

Possession of a valid State of California Self-Insurer's Administration Certificate in workers' compensation issued by the Insurance Educational Association and a recognized Workers' Compensation Certification for Professionals designation issued by the State of California Department of Industrial Relations Division of Workers' Compensation are desirable.

Special:

A valid Class "C" California driver's license.
Access to an automobile.