

WORKERS' COMPENSATION TECHNICIAN

DEFINITION

Assists in the administration of the District's workers' compensation program including processing claims, determining appropriateness of claims, and updating of case records.

TYPICAL DUTIES

- Interprets workers' compensation laws and District Rules and Regulations and determines the extent of employee coverage.
- Processes industrial injury claims, including verifying employee information such as salaries, number of absences due to injury, and injury details; and initiating appropriate personnel actions.
- Analyzes types and conditions of employee accidents.
- Maintains case history records.
- Confers with District supervisors and administrators to obtain information not listed on claim forms and consults with the outside workers' compensation administrator and District attorneys regarding specific injury cases and the determination of liability.
- Reviews payroll records to determine amount of time lost on the job.
- Authorizes initial treatment of injured workers at District approved medical facilities when questions of coverage arise and monitors these facilities for quality of care given to employees by reviewing medical reports and employee complaints.
- Obtains and assembles personnel, and related records for hearings and trials.
- Maintains records of investigations and court actions involving claims and notifies District personnel of dates and times of hearings and trials.
- Resolves discrepancies and handles routine and non-routine inquiries related to the workers' compensation program of the District.
- 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.
- Verifies monthly transmittal of worker's compensation payments, obtains supervisor's approval, and forwards to accounting for processing.
- May attend various weekly and monthly meetings with claims adjusters, attorneys, vice presidents, and supervisors to discuss various worker's compensation claims.
- May serve on task force committees related to workers' compensation issues.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A **Workers' Compensation Technician** assists the section head in the administration of the District's workers' compensation program by processing workers' compensation documents and responding to inquiries by telephone, mail, and in person.

DISTINGUISHING CHARACTERISTICS (Cont.):

A **Personnel Assistant** performs specialized clerical duties in connection with a wide variety of personnel transaction in the areas of human resources which require an incumbent to apply a complex knowledge of Board of Trustees and Personnel Commission rules, regulations, policies, and procedures.

SUPERVISION

Supervision is received from the Risk Manager.

CLASS QUALIFICATIONS

Knowledge of:

- Rules, policies, and procedures related to workers' compensation program
- Workers' compensation terminology and practices
- Modern office practices and procedures
- Basic math
- Public relations techniques for public contact in person and on the telephone
- Letters, memoranda, and reports format
- Correct business English, spelling, and grammatical usage
- Basic recordkeeping procedures
- Operations of computer equipment and applications

Skill in:

- Use of computers and calculators

Ability to:

- Communicate effectively with employees and retirees
- Understand, interpret, and apply rules, policies, and practices pertaining to workers' compensation programs
- Establish and maintain accurate and complete records and files
- Recognize unusual problems and refer them to appropriate parties
- Make arithmetic calculations accurately, assemble statistical data
- Input data accurately
- Work under pressure of recurrent deadlines with frequent interruptions
- Give clear and concise instructions
- Learn general and specialized software applications

ENTRANCE QUALIFICATIONS

Education:

- Graduation from high school or its equivalent.

ENTRANCE QUALIFICATIONS (Cont.):

Experience:

Two years of full-time, paid clerical experience and completion of a basic workers' compensation course through a recognized agency.