

## WORKERS' COMPENSATION ~~ANALYST~~MANAGER I

### DEFINITION

Under general supervision, to learn the county's policies and procedures for adjusting workers' compensation claims; to manage a full caseload as a certified claims examiner; to assist with special projects; and to perform related work as required.

### DISTINGUISHING CHARACTERISTICS

The county has a self insured and self administered workers' compensation program. This is the entry and first working level within the professional/managerial Workers' Compensation ~~Analyst~~Manager class series. These positions are designated as classified and unrepresented within the county's classification system. An incumbent works under closer supervision, and performs the more routine and less complex tasks than the next higher classification in the Workers' Compensation ~~Analyst~~Manager series, Workers' Compensation ~~Analyst~~Manager II.

### EXAMPLES OF DUTIES

Duties may include, but are not limited to the following:

An incumbent may be expected to perform duties such as drafting policies and procedures; developing and conducting training; leading, or participating on countywide committees; representing the division at hearings or meetings; researching, recommending, and applying technology to create efficiencies in operations and to stay current with trends in the field; liaison with department managers and staff from the County Administrative Officer's office; and may assist in supervision of technical work and staff as needed.

Additionally, an incumbent adjusts, determines compensability, initiates and controls delivery of accurate and timely compensation of workers' compensation benefits; monitors medical management and vocational rehabilitation and provides benefits to Qualified Injured Workers as prescribed by law; determines accurate and adequate reserves on assigned claims; reviews and analyzes case documentation and plans pro-active case management strategies; prepares correspondence and reports; plans and participates in technical claims training; participates in revising claims manuals and claims forms; identifies, evaluates and reports excess insurance claims; participates in developing and negotiating structured settlements; assigns and monitors investigations relative to compensability and/or possible fraud; attends litigation hearings; deals with injured employees, public claimants and staff from a variety of County departments; computes disability and industrial leave payments.

### EMPLOYMENT STANDARDS

Any combination of education and experience sufficient to directly demonstrate possession and application of the following as applicable to the duty assignment:

**Knowledge of:** Principles, practices and trends of public and business administration; governmental functions and organization workers' compensation and general insurance principles, practices, and terminology; California laws and regulations relative to workers' compensation; administration of compensation benefits; medical aspects of claims management; rules of evidence and investigation techniques; principles and practices associated with training and supervision of staff.

**Ability to:** Gather, analyze and present data and information; develop and justify ideas and findings, both

orally and in writing; interpret and explain laws, rules, regulations and procedures; prepare comprehensive correspondence and reports; manage a variety of workers' compensation claims and meet deadlines as prescribed; solve problems effectively; deal tactfully with customers in stressful situations; prepare training materials and effectively train others; effectively utilize modern word processing software; assist with supervising others; establish and maintain cooperative working relationships with those contacted in the course of work.

These employment standards are typically attained with the equivalent to a Bachelor's degree from an accredited college or university with major course work in human resources management, public or business administration, or related field, and some direct experience working in the workers' compensation field such as adjusting medical only claims, or providing broad high level technical support to claims examiners.

Special Requirement: A valid certificate issued by the State Department of Industrial Relations verifying successful completion of the California Self-Insurance Competency examination and required continuing education (if applicable) must be obtained within one year of appointment. Some positions may require possession of a valid California driver license.

### PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. The employee will need to be able to handle multiple tasks with shifting priorities and interact with the public and the staff. Some situations may involve crisis or conflict resolution.

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