

MODESTO CITY SCHOOLS

JOB DESCRIPTION

WORKERS' COMPENSATION ANALYST

DEFINITION:

Under the direction of the Director-Risk Management, perform a variety of technical duties in the area of Workers' Compensation; monitor and coordinate Workers' Compensation claims; develop and maintain accurate case history documentation; contact and interview injured workers; serve as a technical resource to employees concerning Workers' Compensation.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Perform a variety of technical and administrative duties in the area of Workers' Compensation; ensure compliance with applicable laws, codes, rules and regulations; maintain current knowledge of current legislation regarding Workers' Compensation issues; maintain confidentiality in all work-related matters and claims.
- Monitor, coordinate and authorize settlements for Workers' Compensation claims; administer the daily operations of the Workers' Compensation program for employees, volunteers and others who suffer on-the-job injuries and illnesses.
- Analyze circumstances of claims, injury records and medical evaluations; document injuries; ensure prompt delivery of medical and financial services and the return of injured workers to safe and productive employment in a timely manner; make determination of First Aide cases; ensure effective communication between employee, administrative and District staff to manage claims, advise staff regarding claims process and procedures and process payments.
- Prepare audit reports and monthly budget data analysis; manage individual claim files; process temporary disability payments; serve as a technical resource to employees concerning Workers' Compensation; investigate safety issues pertaining to workers' compensation injuries; respond to inquiries and provide technical information concerning related laws, codes, rules, regulations, policies and procedures.
- Prepare various documents and reports under Workers' Compensation program; prepare quarterly documents for payment of administrative fees, monthly fees and large loss payments.
- Oversee book/digital device restitution program; manage Occupational Safety and Health Act (OSHA) reports and regulations; report all employee injuries to OSHA within 24 hour period; confer with defense counsel regarding Workers' Compensation claims and claimants; provide technical guidance and advice to supervisors, managers and site representatives regarding Workers' Compensation issues; assist with the settlement of claims; review settlement documents for accuracy and completeness.
- Assist site representatives and supervisors in the preparation of accident reporting; audit monthly budget reports and anticipate large claim expenditures for the District's self-funded workers' compensation program; receive and review claims reports from sites; contact and interview administrators, supervisors and employees to obtain needed information; work with outside investigators and supply appropriate information; contact witnesses to explain procedures; introduce investigators.
- Communicate with personnel, insurance carriers, rehabilitation counselors, claims examiners, attorneys, investigators, medical personnel and other outside agencies to establish effective working relationships, exchange information, resolve issues or concerns and coordinate activities.
- Consult with insurance company representatives to determine acceptability of claims; provide information to claims management agencies to determine if surveillance of claimant is needed.
- Prepare and maintain a variety of records, logs, files and reports related to assigned activities; purge and arrange for destruction of files in accordance with established procedures and regulations.
- Keep management current concerning claims through review of medical reports, claims and claim documentation and contacts with supervisors; review legal papers for factual accuracy.

- Assist in the development and presentation of statistical reports for organizational use in evaluating program costs and trends and effectiveness of program operations; develop and conduct Workers' Compensation training presentations for staff.
- Compose a variety of correspondence including forms, letters, memoranda, special projects, legal documents and other materials; duplicate and distribute materials and forms; review written materials for accuracy and completeness.
- Operate a variety of office equipment including a computer and assigned software; drive a vehicle to sites to conduct work as necessary.
- Attend a variety of meetings, workshops and conferences to maintain current knowledge of applicable laws, codes, rules and regulations.

OTHER DUTIES:

- Perform related duties as assigned.

REQUIRED QUALIFICATIONS:

Education and Experience:

- Any combination equivalent to: bachelor's degree and two years of Workers' Compensation-related experience involving public contact and some work experience in the insurance field.
- Certification in Workers' Compensation programs (WCCA).

Licenses and other Requirements:

- Typing certificate evidencing an ability to keyboard at a net rate of 50 words per minute.
- Valid California Class C Driver's License.
- Must provide DMV printout within five work days of offer of employment.
- Maintain participation in CA DMV Assessment System/Automatic Pull Program.

Knowledge of:

- Workers' Compensation benefit systems.
- Applicable laws, codes, rules, regulations, policies and procedures.
- Organizational policies and procedures relating to processing Workers' Compensation claims.
- Computer programs in Workers' Compensation, including Comp Watch and Safety Programs.
- Legal and medical terminology related to Workers' Compensation and federal regulations.
- Record-keeping and report preparation techniques.
- Modern office practices, procedures and equipment.
- Operation of a computer and assigned software.
- Interpersonal skills using tact, patience and courtesy.
- Oral and written communication skills.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Health and safety regulations.
- Basic interviewing techniques.
- Telephone techniques and etiquette.

Ability to:

- Interpret, apply and explain Workers' Compensation coverage and benefits to employees.
- Establish and maintain comprehensive records and prepare reports.
- Interpret, apply and explain applicable laws, codes, rules and regulations.
- Analyze facts, information and data.
- Participate in the investigation of accidents.
- Interview employees and management personnel to determine relevant facts.
- Compose written correspondence independently.

- Answer telephones and greet the public courteously.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Meet schedules and timelines.
- Plan and organize work.
- Determine appropriate action within clearly defined guidelines.
- Operate a variety of office equipment including a computer and assigned software.
- Work independently with little direction.

WORKING CONDITIONS:

Work Environment:

- Office environment.
- Driving a vehicle to conduct work.

Physical Demands: 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.

- Dexterity of hands and fingers to operate a computer keyboard.
- Hearing and speaking to exchange information and make presentations.
- Sitting for extended periods of time.
- Bending at the waist, kneeling or crouching to file materials.
- Seeing to read a variety of materials.

Hazards:

- Potential for contact with dissatisfied or abusive individuals.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.

Cabinet Approved: 5/15/2001

Unit Approved:

Board Approved: 6/18/2001

FLSA Status: Non Exempt