

City of San José
CLASS SPECIFICATION

TITLE: Sr. Workers' Compensation Claims Adjuster (1433)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Human Resources	Division Manager	Non-exempt

CLASS SUMMARY

Supervises a unit of Workers' Compensation Adjusters and support staff in assignments regarding the review, investigation, and evaluation of employee workers' compensation insurance benefit claims. Performs work of considerable difficulty in analyzing and implementing changes in workers' compensation rules/laws/regulations, as well as analyzing and providing resolution of the most complex workers' compensation claims. Performs related duties as required.

DISTINGUISHING CHARACTERISTICS

This classification is the third and highest level in the series of Workers' Compensation Adjusters. This classification performs the most difficult and complex assignments in workers' compensation claims adjustment with general direction from the Division Manager. An incumbent in this classification trains, guides, and supervises incumbents of the lower level, flexibly staffed Workers' Compensation Adjuster I/II classifications, as well as support staff. This classification differs from the classification of Workers' Compensation Adjuster II in that an incumbent of the latter performs less complex assignments and does not supervise a Workers' Compensation unit. This classification differs from the Division Manager in that the Division Manager is responsible for the entire Risk Management Division and obtains results through lower level supervisors of the workers' compensation units.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education, experience, knowledge, skills, and abilities sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

Any combination of training and experience equivalent to a Bachelor's degree from an accredited college or university in business, public administration or closely related field and four years of progressively responsible experience in the investigation and resolution of compensation indemnity claims. Experience in workers' compensation claims adjusting may be substituted for the required education on a year-for-year basis for up to two years.

Required Licensing (such as driver's license, certifications, etc.)

- Possession of a valid California Driver's License
- Possession of a State of California Self-Insurance Administrator's Certificate is required within six (6) months of appointment.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

City of San José
CLASS SPECIFICATION

TITLE: Sr. Workers' Compensation Claims Adjuster (1433)

Basic Knowledge, Skills and Abilities

(Entry-level requirements to perform the essential duties.)

- Knowledge of California Labor Code laws and procedures specifically relating to public agencies.
- Ability to analyze and evaluate complex workers' compensation claims and related issues and present solutions to management and other stakeholders.
- Knowledge of research techniques and their applications to workers' compensation claims.
- Knowledge of workers' compensation principles, practices and procedures.
- Knowledge of and ability to interpret and apply provisions of applicable Workers' Compensation laws of the state of California.
- Knowledge of current trends in court decisions and Workers' Compensation Appeals Board cases.
- Knowledge of resources available for rehabilitation of disabled employees.
- Knowledge of basic medical and legal terminology regarding workers' compensation.
- Ability to collect and analyze pertinent legal and medical evidence and draw sound conclusions.
- Excellent oral and written communication skills.
- Experience writing reports and editing.
- Experience in preparing correspondence to medical providers, attorneys, employers and other stakeholders.
- Ability to interview injured employees and witnesses.
- Knowledge of the principles and practices of supervision, and the ability to assign, train, supervise and evaluate assigned staff and their work.
- Experience providing excellent customer service to internal and external stakeholders.
- Experience with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access and MS Excel and experience with claims software.
- Ability to perform basic arithmetic calculations.

Desirable Qualifications

(Knowledge, skills and abilities; licenses, certificates, education, experience that is more position specific and/or likely to contribute to more successful job performance.)

- Possession of a State of California Self-insurance Administrator's Certificate
- Possession of a Certificate for Completion of the ARM or AIC program issued by the Insurance Institute of America
- Four years of related claims experience in the public sector.
- Working knowledge of Peoplesoft.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FRE-QUENCY*
1.	Supervises Workers' Compensation Adjusters and support staff in a Workers' Compensation unit to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; and, making hiring, termination and disciplinary recommendations and any other recommendations related to the change in status of employees.	Daily

City of San José
CLASS SPECIFICATION

TITLE: Sr. Workers' Compensation Claims Adjuster (1433)

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FRE-QUENCY*
2.	Reviews, investigates, evaluates and resolves the most complex workers' compensation claims, performing all duties related to claims adjustment (calculation of indemnity and medical benefits, return-to-work, establishing monetary reserves, facilitating claims resolution, etc.).	Daily
3.	Reviews and monitors all decisions on claims made by the Workers' Compensation Adjusters in order to confirm the appropriateness of these decisions. Resolves all questions and complaints regarding claims that are part of the caseload of subordinate Workers Compensation Claims Adjusters.	Daily
4.	Confers with the City Manager's Office, departmental management, attorneys, and others to resolve workers compensation claims issues.	
5.	Ensures that Workers' Compensation claims are handled according to applicable Workers' Compensation laws and in a timely manner in order to avoid late penalties and other monetary penalties. Monitors cost controls in the Workers' Compensation program by ensuring the accuracy and completeness of journey level adjuster's case files.	
6.	Prepares recommendations to Division Manager regarding changes in Workers Compensation policies and procedures based on changes in workers compensation law or changes required for increased organizational effectiveness. Prepares recommendations regarding the effectiveness of the City's cost containment vendor.	
7.	Acts as liaison between the City of San Jose and the City's cost containment company and the claims software company, which entails reviewing upgrades, notifying staff of changes, training staff in appropriate software and maintaining key reference files.	
8.	Prepares reports and memos for the City Council.	
9.	Determines the level of training needed regarding workers compensation processes and laws, and conducts such training for all levels of employees and managers, as needed.	
10.	Participates in and/or takes a lead role in the Disability Management Team meetings.	
	Represents the City before the Workers' Compensation Appeals Board and at formal and informal rehabilitation conferences.	
11.	Performs managerial duties in the absence of the Division Manager.	As Required
12.	Participates in continuous education to include current case law practices and procedures, new rules/regulations/laws, City policies, current Memorandums of Agreement (MOA's) by attending seminars/classes, reading publications, City training and in-service training.	As Required
13.	Performs other duties of a similar nature or level.	As Required

*Frequency defined as %, (totaling 100%) *or* "Continuous" (daily or approximately 20%+), "Frequent"(weekly or approximately 15%+), "Occasional"(monthly or approximately 10%+), "As Required"(Intermittent or 5% or less)

CLASSIFICATION HISTORY: Established 7/90, s000; revised 8/08, s001.