

CITY OF
SIMI VALLEY

WORKERS' COMPENSATION SUPERVISOR

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Under general direction, supervises, assigns, reviews and participates in the work activities of the City's Workers' Compensation Program, including reviewing and processing claims, participating in settlement negotiations, recommending loss control strategies, ensuring program conformance to applicable laws and regulations, preparing required reports, and assisting with monitoring and evaluating the program activities to ensure the delivery of quality services.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Plan, prioritize, assign, supervise, review and participate in the work activities of the City's Workers' Compensation Program, including the review and processing of claims and legal documents, participation in settlement negotiations, recommending loss control strategies, instructing City staff on workers' compensation issues, and ensuring conformance to applicable laws and regulations while maintaining a high level of customer service.
2. Assist in the development, recommendation and implementation of workers' compensation policies and procedures; recommend and implement goals and objectives.
3. Supervise assigned staff including the selection, training, and evaluation of personnel; provide and coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
4. Supervise the management of employee injury cases; investigate or oversee the investigation of claims; develop strategies to handle specific cases in consultation with the appropriate parties.
5. Assist and participate in budget preparations and monitoring of expenditures; assist in determining the extent of the City's liability; assist in the recommendation and negotiation of claim settlements; assist in establishing reserves for anticipated costs on cases.
6. Interface with physicians, attorneys, City employees and management staff; assist in making recommendations regarding medical aspects of retirement decisions; develop and coordinate return-to-work plans; coordinate and monitor rehabilitation plans for injured City employees; evaluate results of pre-employment and return-to-work medical examinations and make appropriate determinations.
7. Attend workers' compensation hearings; assist with managing third-party subrogation cases to seek reimbursement from third parties.
8. Respond to and resolve difficult and sensitive inquiries and complaints; evaluate problems and take appropriate action to resolve issues/concerns; advise injured employees of their benefits.

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9. Stay abreast of trends and innovations in the field of workers' compensation administration and keep current on legislative and regulatory issues at the State and Federal level.
10. Ensure timely and accurate benefit payments to injured workers; review and approve payroll; review and approve medical payments.
11. Assist with identifying, evaluating and assessing probability and severity of losses; assist with developing, implementing, and monitoring City-wide cost containment strategies to prevent and minimize losses.
12. Provide staff assistance to the Risk Manager and Deputy Director/Human Resources; conduct research and studies; assist with preparing staff reports and other correspondence as appropriate.
13. As designated representative, attend and conduct meetings, and lead or participate in discussions regarding workers' compensation issues; represent the Workers' Compensation Division before public and private agencies, and appeal boards.
14. Oversee and ensure an efficient records maintenance system for workers' compensation claims and related information, data and activities.
15. Conduct training regarding the Workers' Compensation Program to other departments.
16. Complete required reports and records; authorize payment on medical bills, permanent and temporary disability compensation.
17. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

American Medical Association (AMA) guidelines as they apply to workers' compensation.
Pertinent federal, state and local laws, codes and safety regulations including the State Labor Code, Workers' Compensation and Americans with Disabilities Act laws, OSHA, and employment laws, procedures and regulations.
Jurisdictions, functions and procedures of the Workers' Compensation Appeals Board.
Research, statistical and financial analysis.
Civil laws as applied to third-party workers' compensation cases.
Medical and technical terminology used in industrial injury cases.
Administrative principles and methods, including goal setting, program and budget development, work planning and organization.
Principles and procedures of record keeping and reporting.
Principles and procedures of report preparation.
Modern office equipment including computers and software programs.
Principles of business letter writing.
English usage, spelling, grammar, and punctuation.

Ability to:

Conduct research and analyze information.
Identify issues and process claims in a timely fashion within the timeframes prescribed by law.
Prepare a variety of clear and concise reports, documents, and memoranda.
Promptly respond to requests and inquiries.

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Prepare and maintain accurate financial records and documents.
Interpret and apply pertinent federal, state and local codes, laws, regulations, and AMA guidelines and ensure compliance.
Review and approve a variety of insurance and liability claims.
Negotiate settlements.
Operate computer equipment, and utilize a variety of software programs.
Plan, organize, and supervise a Worker's Compensation Program for a large employer.
Research, analyze, and make sound recommendations relating to workers' compensation claims.
Analyze complex administrative problems, evaluating alternatives, and make creative recommendations.
Represent the Workers' Compensation Division effectively in meetings, including making presentations.
Maintain accurate and complete records.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in public administration, business administration, risk management, workers' compensation or closely related field.

Experience:

Three years of increasingly responsible professional and administrative experience in self-insured or self-administered Workers' Compensation Program, including one year of lead or supervisory experience.

License or Certificate:

Possession of a certificate to administer a self-insured workers' compensation program for a public entity issued by the State of California Department of Industrial Relations is preferred.

Possession of, or ability to obtain, an appropriate, valid California driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Standard office setting; some travel from site to site.

Physical: Sufficient physical ability to work in an office setting; sit for prolonged periods of time and operate office equipment.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

Hearing: Hear in the normal audio range with or without correction.