

**Workers' Compensation/Benefits Specialist
New Hanover County Schools**

Job Description

Class: Classified

Dept: Human Resources

TITLE: Support Associate VI

QUALIFICATIONS:

1. High School degree and North Carolina Adjusters license is preferred.
2. Minimum of two years worker's compensation claims experience is preferred.
3. Extensive, broad experience in an office environment with responsibility for a large variety of complex duties including benefits.
4. Strong computer and communication skills.

REPORTS TO: Director of Human Resources or Benefits Supervisor

JOB GOAL: To administer the New Hanover County School System workers' compensation claims and assist with other areas of benefits for all employees.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

1. Follow all rules, policies and procedures of New Hanover County Schools, along with state and federal regulations pertaining to benefit issues.
2. Serve as the representative responsible for documenting and administering the district's workers' compensation claims.
3. Coordinate compensatory absences with payroll; process and submit paperwork to payroll concerning Episodes of Violence.
4. Monitor, discuss and determine appropriate claim handling actions with the Third Party Administrator's adjuster to ensure effective claim management. Assist in managing medical treatment to provide the highest level of care while controlling cost.
5. Work with employees, attorneys, medical caseworkers and doctors to coordinate the return of employees to suitable work.
6. Maintain accountability on claims until resolution and/or return to work is reached.

7. Conduct introductory benefit enrollment meetings with new employees.
8. Assist with entering employee information into the online benefits website.
9. Write, edit, prepare, or coordinate the preparation of correspondence, reports, charts, graphs and other printed materials; researches content items for correctness of presentation and applicability.
10. Screen and route materials according to content of communications; routing duties require detailed knowledge of organizational operations and status of work.
11. Maintain strict confidentiality for all personnel matters.
12. Perform other duties and responsibilities as requested by the Director of Human Resources or Benefits Supervisor.

The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.

Terms of Employment: Twelve month work year/At Will/FLSA Non-Exempt

Starting Salary and/or Grade: Grade 67

Evaluation: Performance of this job will be evaluated in accordance with provisions of the Board and local policy on evaluation of personnel.

Knowledge, Skills and Abilities:

- Demonstrates functional knowledge of computers and all aspects of the Microsoft Office Professional software programs.
- Ability to cross train and assist within the department.
- Ability to communicate clearly and concisely, both orally and in writing; ability to communicate with school personnel, employees, and central office staff while complying with the confidentiality requirements in local, state, and federal policies and statutes.
- Considerable knowledge of benefits offered by the school system, specifically in the area of assignment.
- Ability to keep current with changing policies, procedures and laws in regards to Workers' Compensation and other state benefits.
- Ability to establish and maintain effective working relationships as necessitated by work assignments.
- Physical ability (able to exert up to 20 pounds of force occasionally) and dexterity to perform the duties and responsibilities of the job.