

JOB DESCRIPTION
San Diego County Office of Education

SENIOR MANAGER, WORKERS' COMPENSATION

Purpose Statement

The Senior Manager, Workers' Compensation is responsible for working with the Third Party Claims Administrator in evaluating, processing, and managing workers' compensation claims in compliance with state regulations; documenting activities; conveying information regarding claims and/or benefits; providing testimony in benefit disputes; and providing technical expertise, training, supervising and evaluating the performance of assigned personnel.

Diversity Statement

Because each person is born with inherent worth and dignity, and because equitable access and opportunity are essential to a just, educated society, SDCOE employee commitments include being respectful of differences and diverse perspectives, and being accountable for one's actions and the resulting impact.

Representative Duties

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties.

Essential Functions

- Attends legal hearings on workers' compensation and related benefits disputes (e.g. Workers' Compensation Appeals Board, etc.) for the purpose of providing testimony and monitoring proceedings.
- Delivers workshop training, information/instruction sheets, procedures, methods, etc. (e.g. San Diego County Schools JPA, etc.) to JPA member agencies for the purpose of addressing workers compensation issues and injury causative activities.
- Oversees the claims handling of third party administrator for the purpose of ensuring workers' compensation claims are being handled according to the legal regulations of the State of California.
- Coordinates with external parties, including attorneys, to resolve insurance coverage disputes and ensure proper submission of claims expenditures to excess insurance carriers for timely reimbursement.
- Performs personnel administrative functions (e.g. training, evaluating, supervising, counseling/coaching, etc.) for the purpose of maintaining adequate staffing, enhancing productivity of personnel and achieving objectives within budget.
- Prepares statistical summaries, evaluations and reports (i.e., insurance broker Alliant worker's compensation programs) (e.g. case reserve amounts, cost totals, type/cause of injury, time loss, activity logs, etc.) for the purpose of providing information and/or documenting activities.
- Provides information to personnel, state and federal agencies and third parties (e.g. payroll, personnel, State Department of Workers' Compensation, Center for Medicare Services, etc.) for the

purpose of documenting actions and ensuring compliance with participating district policies and mandated legal requirements.

- Consults with medical and occupational professionals regarding employee injuries, medical treatments, disability management, therapy requirements, length of recuperation, work restrictions and return-to-work, and special accommodations to expedite claim resolution.
- Responds to inquiries from claimants, participating districts, attorneys, and/or involved personnel (e.g. status of claim, subrogation activities, etc.) for the purpose of resolving issues, facilitating communication among parties and/or providing information or directions.
- Works as liaison with the Third Party Administrator to adjudicate workers' compensation time loss and medical claims (e.g. determining validity, compensation amount, medical aid benefits; reaching closure, etc.) for the purpose of complying with legal requirements and state statutes
- Manage ancillary programs such as the Medical Provider Network, pre-placement physical and drug testing, Department of Transportation drug and alcohol testing, and Employee Assistance Program.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements:

Knowledge and Abilities

KNOWLEDGE of:

Human centered and socially conscious leadership;

Worker's compensation programs;

Methods, practices, and procedures used in Return-to-Work programs;

California Labor Code pertaining to workers' compensation;

Rules and regulations of the California Division of Industrial Relations and Workers' Compensation Appeals Board;

California Occupational Safety and Health Administration laws, rules, and regulations;

Medical and legal terminology related to workers' compensation;

Industrial Insurance Laws;

Basic anatomy and physiology;

Business telephone etiquette;

Concepts of grammar and punctuation;

Office application software;

ABILITY to:

Promote a human-centered culture that elevates the strengths of others creating a sense of belongingness;

Practice cultural competency while working collaboratively with diverse groups and individuals;

Work with a variety of data;

Utilize specific, job-related equipment;

Communicate with diverse groups, including public speaking;

Work with frequent interruptions;

Work with detailed information/data;

Maintain confidentiality;
Establish effective relationships;
Adapt to changing work priorities;
Work with accuracy and attention to detail;
Meet deadlines and schedules;
Work as part of a team.

Working Environment

ENVIRONMENT:

Duties are typically performed in an office setting. This classification may be occasionally required to work nights and weekends on short notice. May be designated in an alternate work setting using computer-based equipment to perform duties.

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 70% sitting, 15% walking, and 15% standing. This job is performed in a generally clean and healthy environment. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

<u>Experience</u>	Five (5) years of experience performing complex technical duties in a return to Work or Workers' Compensation program, preferably for a public agency. A State of California Self-Insured Administrator's Certificate or Workers' Compensation Claims Administrator's Certificate is highly desirable.
<u>Education</u>	A bachelor's degree from a regionally accredited college or university in business administration, public administration, industrial relations, or related field; or
<u>Equivalency</u>	A bachelor's degree from a regionally accredited college or university in business administration, public administration, industrial relations, or related field and five (5) years of experience performing complex technical duties in a return to Work or Workers' Compensation program, preferably for a public agency. A State of California Self-Insured Administrator's Certificate or Workers' Compensation Claims Administrator's Certificate is highly desirable.

Required Testing

N/A

Certificates

Valid CA Driver's License

Continuing Educ./Training

N/A

Clearances

Criminal Justice Fingerprint/Background Clearance
Drug Test and TB Screen

FLSA State: Exempt

Salary Range: Classified Management, Grade 047

Personnel Commission Approved: October 19, 2016

Revised: 05/2025