

**FULLERTON SCHOOL DISTRICT
CLASSIFIED PERSONNEL COMMISSION
RANGE 28**

RISK MANAGEMENT TECHNICIAN

JOB SUMMARY:

Under administrative supervision, performs specialized technical work of above average difficulty pertaining to the administration of the District's Risk Management, Workers' Compensation and Emergency Preparedness Programs.

DISTINGUISHING CHARACTERISTICS:

This is a single class position with responsibilities and duties in the area of Workers' Compensation, Risk Management, and Emergency Preparedness requiring insurance industry background and knowledge.

EXAMPLES OF DUTIES:

- Receives and prepares reports of work related injuries or illnesses and advises employees of disability entitlements and benefits under State and District regulations;
- Reviews and investigates employee accident reports, assures completeness of employee reporting documentation, reports industrial injuries and illnesses requiring medical treatment to third party administrator for claims processing;
- Assists with investigation of workers' compensation injuries/accidents and coordinates follow-up activities of unsafe conditions or practices;
- Audits employee time cards to ensure appropriate accounting of time away from work taken due to work-related medical appointments and supports requests and calculations for temporary and permanent disability compensation for eligible employees through the District's third party administrator;
- Researches employee absences and periods of restricted duty in relation to workers' compensation and maintains current status reports for OSHA and the Department of Industrial Relations annual year-end reporting, evaluates and analyzes loss trends and makes recommendations where additional training or reviews of work processes are needed to improve employee safety and productivity;
- Assists the Director and serves as a liaison between employees, Director of Risk Management, medical group providers, third party administrators and insurance carriers regarding issues and concerns about workers' compensation and property & liability insurance; participates in claim file reviews;
- Receives and processes property & liability claims as a result of theft, damage, destruction and injury related to the District's insurable assets to the appropriate third party claims administrator for handling and adjustment, investigates accidents and claims and prepares and maintains related legal files and records and processes reimbursements and Release of Claims forms;
- Reviews and tracks student injury reports, ensuring insurance forms are tracked & monitor the necessary follow-ups are done to support the District's prevention programs, coordinates the student accident insurance letter to school sites, assists parents with claims handling for injuries under the District's deductibles.

- Assists the Director in coordinating the safety training program, communicating with site & department administrators ensuring maximum school/department participation; assures compliance with appropriate State and federal regulations; maintains employee safety training records to assure credit is appropriately given and an audit trail of safety classes is maintained;
- Assist the Director with organizing the District's emergency drills and tracking the progress throughout to determine if the existing procedures are appropriate and successfully carried out;
- Provides notification to management and employees when annual or refresher training is required; monitors the hazard communications efforts for employee trainings; assures appropriate utilization of material safety data sheets; coordinates chemical disposal efforts; assists with disaster preparedness efforts and internal safety inspections;
- Maintains files and records on emergency disaster plans and updating Emergency Response Plan books, emergency drills, air pollution alerts and Red Cross plans;
- Maintains District and school site inventories of emergency and first aid supplies;
- Enrolls applicable employees and parent volunteer drivers in the Pull Notice Program, communicating with outside agencies to obtain DMV Pull Notice information, maintains the records and notifies supervisors of driver status reports;
- Performs secretarial work for the Director of Risk Management, Workers' Compensation and Safety; composes correspondence and responds to a variety of questions regarding workers' compensation, property and liability insurance, safety and disaster preparedness;
- Assists the Director with monitoring the department's budget, processes purchase orders, balance transfers, conference requests, annual insurance renewals and other risk related purchases;
- Assists the Director in maintaining and updating the Risk Management page on the District's website concerning the various risk management and emergency preparedness programs;
- Schedules, arranges and coordinates meetings, training sessions and presentations; arranges for refreshments, coordinates facility or room set-up and cleanup;
- Operates a variety of office equipment and related software, orders and maintains stock for all ergonomic supplies, State and federal posters, pamphlets and other documents.

EMPLOYMENT STANDARDS

Education: Equivalent to graduation from high school supplemented by college level course work and/or seminars in the area of office occupations.

Experience: Equivalent to three (3) years of progressively responsible clerical or secretarial experience. Experience as a claims examiner or adjuster for benefits program in an insurance company is desired.

Knowledge of:

- Basic methods, practices, terminology and procedures of workers' compensation and property and liability insurance claims processing;
- Insurance billing, posting, bookkeeping and accounting processes;
- Modern office methods, procedures, terms and equipment, Microsoft Office suite or Google Drive and apps., e-mail and internet computer applications;

- Business mathematics and standard record keeping & filing system procedures;
- Letter writing with correct English usage, grammar, spelling, punctuation and vocabulary;
- Interpersonal skills using tact, patience and courtesy, including business office telephone techniques and etiquette;

Ability to:

- Perform a variety of technical and specialized functions in support of the District's workers' compensation, property & liability insurance and emergency preparedness programs;
- Understand, interpret and explain a wide variety of policies, laws, rules and regulations to others;
- Research and analyze technical information and make sound judgments and recommendations regarding workers' compensation and property & liability claims, safety concerns and emergency preparedness needs;
- Provide quality customer service to and deal effectively with a wide variety of personalities in situations requiring diplomacy, courtesy and credibility;
- Maintain strict security and confidentiality of complex, confidential and sensitive information and records;
- Work effectively within established guidelines, procedures and timelines with frequent interruptions;
- Operate standard office equipment and software, make rapid and accurate business mathematical calculations and develop job related reports, charts, graphs, spreadsheets and databases.

PHYSICAL STANDARDS:

The work environment and physical demands of the position as described below are representative of those that must be met by an employee to successfully perform the essential functions of a position in this category. Reasonable accommodations may be made to enable individuals to perform the essential functions of the position. These physical standards are generic in nature and tasks may vary dependent on the needs of the department.

Work Environment: While performing the duties of this position the employee is subject to constant interruption and is in direct contact employees. Negative interactions resulting from these contacts can result in stressful situations. This position is a high volume position and frequently works without direct and/or constant supervision. The noise level in an office environment is usually quiet.

Physical Demands: The physical demands of this position includes the ability to sit for extended periods of time as well as some walking, standing and bending and reaching below and above shoulder level. Lifting, pushing or pulling of objects generally not exceeding twenty pounds may also be required. Repetitive use of fingers and hands to operate a keyboard and other office equipment is necessary, as is hearing and speaking ability sufficient to provide information via phone, intercom and personal contact. Specific vision abilities including close vision, depth perception and the ability to focus are required.

The information contained in this physical standards description is for compliance with ADA and is not an exhaustive list of duties performed. The individuals currently holding this position perform additional duties and additional duties may be assigned.

Risk Management Technician

Originally Benefits Clerk adopted by the Personnel Commission 5/10/93, revised 6/13/02

Classification title change to Risk Management Clerk and revision 3/1/10.

Proposed title and salary range change (SR 28) to Risk Management Technician and revisions October 21, 2019.