

Ontario–Montclair School District

CLASS SPECIFICATION

Lead Risk Management Technician

Range 48

GENERAL PURPOSE

Under general supervision by the Director and or Designee, provides lead work direction in coordination, administration, communication and customer service functions in administering the District's workers' compensation insurance program for employees; provides technical information and assistance to District personnel, injured workers, claims administrators and medical and legal professionals; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

An incumbent in this class is the lead responsible for coordinating of functions of the District's Worker's compensation unit and performing routine to difficult specialized administrative support tasks in the administration and coordination of the District's workers' compensation program. An incumbent is expected to provide a leadership role in customer-responsive service and provide technical information to employees, third-party administrators, District administrators and others, and in accordance with all applicable laws, regulations, codes, and District policies and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Plan, organize, and participate in the operation of the risk management department.
2. Train and provide work direction to assigned risk management staff, to ensure a customer service oriented work environment which supports achieving department objectives and service expectations.
3. Provides service, assistance and information on the workers' compensation program to District employees, supervisors and other District personnel and outside parties that are involved in workers' compensation administration; informs and educates injured employees, supervisors and timekeepers about a variety of specialized and technical information and aspects, requirements and procedures of the workers' compensation program; assists injured workers, supervisors and claims administrators by investigating and resolving issues, questions, concerns and discrepancies pertaining to medical reports and lost time related to work injuries; facilitates and arranges communication between representatives of other District departments, claims administrators and medical providers; arranges modified duty assignments with supervisors; verifies work restrictions with medical providers, as necessary.

4. As required by state laws, rules and regulations and District policies and procedures, collects, reviews and researches information for and completes, maintains and processes a variety of workers' compensation-related reports, forms, logs, records, files and other documents, including accident reports, claim forms, wage statements and applicable reports; as necessary or in accordance with legal and contract changes, develops and implements new reporting and record keeping methods and procedures; verifies that financial and confidential records and files are properly maintained; conducts internal audits as required.
5. Performs other administrative and technical functions to ensure efficient and effective implementation of workers' compensation program; compares and reconciles records to assure timely and accurate benefits and identifies and resolves discrepancies; completes and processes applicable requisitions in accordance with settlement agreements and state law; maintains and reconciles necessary reports; arranges and schedules required investigations and other meetings with employees, injured workers, witnesses and supervisors; assists the Manager, Risk Management in reviewing and monitoring claims administrator performance in accordance with their contract and applicable state law.
6. Keeps abreast of developments related to workers' compensation benefits; reviews literature; attends workshops, seminars and conferences; serves on related committees.
7. Work with Information Services and other District resources to ensure the security and integrity of all Workers' Compensation information.
8. Perform related duties as assigned.
9. Participates in the adjudication and resolution of property and liability claims filed against the District; investigates accidents and reviews police and other reports; makes determinations of liability and assists in the fair and equitable settlement of claims; assists in preparation of litigation defense of the District on large claims cases.

QUALIFICATIONS

Knowledge of:

1. Basic provisions of state law and workers' compensation rules pertaining to administration of the District's workers' compensation program, including provisions regarding occupational injuries, vocational rehabilitation, accommodation of injured workers.
2. Practices and procedures of claims management and benefits administration.
3. Basic medical terminology.
4. Principles and practices of sound business communication.
5. Record-keeping methods and techniques.

6. Telephone techniques and customer service etiquette.

Ability to:

1. Assist in administering the workers' compensation insurance program according to District policies and procedures, contract rules and state law.
2. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
3. Provide a variety of technical information and assistance to employees and others regarding workers' compensation benefits.
4. Coordinate and direct the work of other worker's compensation staff.
5. Communicate clearly, effectively and concisely orally and in writing.
6. Understand, interpret, apply and explain rules, regulations, policies and procedures applicable to areas of responsibility.
7. Operate a computer and other standard office equipment.
8. Prepare clear, concise, accurate and comprehensive documentation, records, reports and other written materials.
9. Maintain highly confidential and sensitive information, records and files.
10. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and employee situations.
11. Establish and maintain effective working relationships with District managers, supervisors, injured and ill employees and their representatives, medical providers, third party administrators, attorneys and others encountered in the course of work.
12. Operate a computer and standard word processing and spreadsheet software.
13. Conduct accident and workplace safety investigations.
14. Exercise sound independent judgment and initiative within policy guidelines.
15. Communicate clearly, logically and persuasively, orally and in writing.
16. Prepare clear, concise and comprehensive investigative reports and other written materials.
17. Establish and maintain highly effective working relationships with managers, supervisors, employees, vendors and others encountered in the course of the work.

Education, Training and Experience:

Graduation from high school or a G.E.D. equivalent with additional college-level coursework in accounting, insurance or a closely related field; and at least three years of progressively responsible experience in workers' compensation claims, benefits, insurance, personnel administration or a closely related field. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

A valid California Class C driver's license, a good driving record and the ability to maintain insurability under the District's vehicle insurance policy.

State of California Self-Insured Administrator's Certificate is preferred. Workers' Compensation Claims Administrator's Certificate is preferred.

Upon acceptance of the District's offer of employment, new hires may be required to complete a baseline physical examination prior to the first day of employment.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

Physical Demands

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person, in meetings and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. The employee is frequently required to walk and stand, and lift up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive deadlines and interact with District managers, supervisors, injured and ill employees and their representatives, medical providers, third party administrators, attorneys and others encountered in the course of work. Interact with district management, staff, and others encountered in the course of directing the work of the department.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

An employee works in typical office conditions and the noise level is generally quiet.

Board Approval: 01/14/2016