

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: WORKERS' COMPENSATION ANALYST

SUMMARY DESCRIPTION

Under the direction of assigned supervisor, perform a variety of specialized duties in support of Workers' Compensation; provide related program administration, claims processing, liaison, and technical support services; initiate, monitor and follow up on status of claims; monitor claim expenditures; communicate with physicians, supervisors, employees and attorneys regarding illnesses or injuries related to employment; and perform related research, analysis, and other professional administrative work in support of assigned functions.

DISTINGUISHING CHARACTERISTICS

Incumbents in the Workers' Compensation Analyst classification perform a wide variety of specialized and analytical duties related to the coordination, monitoring, and assessment of workers' compensation, and the mitigation of claims activities. Work is performed at a professional level that requires prior related experience. Strong written and verbal communication skills are required in order to communicate effectively with individuals inside and outside the College at various organizational levels.

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. Perform a variety of specialized duties in support of Workers' Compensation functions; review and maintain accurate documentation of all claims; review all claims to ensure compliance with established laws, regulations, policies and procedures and process accordingly.
2. Assist injured employees with initiating and maintaining Workers' Compensation claims and related benefits; advise employees of their rights and benefits under the law; advise departments regarding procedures and reporting deadlines; serve as a technical resource to all affected parties by providing necessary information regarding options, claims, forms, standards, requirements, laws, regulations, policies, and procedures.
3. Monitor progress and status of claims to ensure timely delivery of medical and financial benefits; monitor employee work status; coordinate early return-to-work and workplace accommodation functions to meet the needs of injured employee; monitor leave balances and coordinate return to work and absence information with payroll.
4. Develop all necessary documentation by requesting substantiating reports from physicians, departments and witnesses; investigate, evaluate and resolve discrepancies and conflicts in a proper and timely manner; report suspicious occurrences to responsible administrators and recommend surveillance as needed.
5. Provide case management for Workers' Compensation claims; distribute, collect, process and file applicable forms and reports; serve as a liaison between District personnel, incumbents and administration, human resources offices, claims administrators, physicians, legal counsel and outside agencies; schedule interactive meetings as appropriate and summarize discussions.
6. Authorize payment of medical bills, temporary disability, permanent disability and death benefits; review, evaluate and confer with appropriate staff and administrators regarding settlement options from third-party administrators or legal staff.
7. Assist the District with ensuring compliance with applicable laws, codes, rules, and regulations; maintain current knowledge and monitor pending legislation; research claim trends, laws regulations for the purpose of implementing remedial programs and recommending alternative courses of action to reduce incidents of accidents and claims.

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT
Workers' Compensation Analyst - Continued

8. Compile, research, assemble and verify a variety of data and information; prepare and maintain various records, reports and files related to Workers' Compensation; create analytical tools to monitor and assess claims activities; prepare and present oral reports as required; compile and prepare mandated State and federal reports as assigned.
9. Input and update a variety of employee, Workers' Compensation and related data in an assigned computer system; establish and maintain automated records and files; initiate queries and generate computerized lists, documents, reports and correspondence; ensure accuracy of input and output data.
10. Process renewals for District insurance coverage including general liability, property, Workers' Compensation, crime insurance and special events insurance; process general liability/property claims; ensures the timely rejection or notice of insufficient or deficient claims.
11. Analyze the District's exposure to risk and develop strategies to reduce claims; plan, develop and coordinate in-service training programs as they relate to Workers' Compensation; track and coordinate completion of Workers' Compensation training programs.
12. Develop systems and processes for researching, monitoring and following up on the status of Workers' Compensation claims as directed.
13. Perform a variety of technical, administrative and clerical duties in support of Workers' Compensation; operate a variety of standard office equipment necessary to perform assigned duties; initiate, receive and route telephone calls; may order and maintain adequate inventory levels of supplies; may receive, sort and distribute mail.
14. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Practices and procedures involved in workers' compensation and property liability claims management.
General and specific Workers' Compensation reporting requirements.
Methods and techniques of claim negotiation and resolution.
Advanced methods and techniques of researching, collecting, and organizing data and information.
Federal, state and local laws, codes and regulations pertaining to workers' compensation.
Methods and techniques of record keeping and report preparation.
Principles of business letter writing and report presentation.
Technical and medical occupational health and safety terminology.
Recent developments, research methods, current literature, and sources of information related to Workers' Compensation programs and service areas.
Principles and practices of developing and delivering training programs.
Mathematical computations.
Office procedures, methods and equipment including computers and applicable software applications such as word processing, spreadsheets and databases.
Oral and written communication skills.

Ability to:

Interact and communicate effectively with individuals at varying organizational levels, both inside and outside the District.
Interpret, apply, explain, and maintain current knowledge of laws, codes, rules, regulations, policies and procedures.
Analyze and assess risk exposure and develop mitigation strategies.
Coordinate return-to-work and workplace accommodation functions.
Prioritize activities to meet changing schedules and timelines.

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT
Workers' Compensation Analyst - Continued

Prepare and maintain a variety of sensitive and confidential records and reports.
Work independently within scope of authority.
Exercise sound judgment in making decisions and conveying sensitive information.
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
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

Any combination equivalent to: Bachelors degree with course work in business, accounting, insurance, or related field and three years of progressively responsible experience in employee benefits and including workers' compensation.

LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record.

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: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

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

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