

SENIOR WORKERS' COMPENSATION CLAIMS ASSISTANT (UC)

DEFINITION

Under supervision, performs responsible, specialized clerical functions relating to the City's Workers' Compensation program.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Assists claims personnel in the timely processing of benefits and vendor billings, correspondence and notices. Enters into the computer and maintains comprehensive workers' compensation records as required by statute. Compiles or extracts information from claims records as requested by claims personnel. Maintains a variety of paper, electronic logs and files, balances ledgers and other miscellaneous banking issues. Processes medical-only claims, minor indemnity claims and future medical award claims in accordance with workers' compensation laws. Types or word processes a variety of documents, including memoranda, letters and complex forms. Receives visitors, refers phone calls, schedules meetings and provides general clerical support for the workers' compensation staff. Serves as system administrator and troubleshoots system issues or errors involving software applications. Assists the Workers' Compensation Administrator in cross-training and directing the workflow of other clerical staff. Performs other related functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

This is the advanced clerical classification of the Workers' Compensation Unit. The class performs a variety of specialized clerical support duties, claims processing, and assists workers' compensation claims personnel in the timely processing of claims. This class is distinguished from Workers' Compensation Claims Assistant by the complexity of duties performed and independence of action.

MINIMUM REQUIREMENTS

Successful completion of the career development proficiency requirements as a Workers' Compensation Claims Assistant or three years of responsible clerical experience including two years of experience in supporting professional workers' compensation staff and successful completion of the IEA Basic and Advanced Workers' Compensation courses or any equivalent combination of experience and training which provides the following knowledge and abilities:

Knowledge of: workers' compensation rules, regulations, practices and procedures; modern office practices and procedures, including filing, typing, coding, indexing, sorting and data entry; arithmetic, Business English and business letter writing; modern office equipment.

Ability to: Type at a corrected rate of 40 words per minute; interpret, explain and apply with consistency policies and procedures pertaining to workers compensation; maintain a diary system, process a variety of payments, work with numbers and codes; accurately and timely complete complex forms, notices and letters; maintain confidentiality; and work effectively with other City employees, vendors and the general public.

Skill in: The use of personal computers and word processing and specialized workers' compensation software is required.

CHARACTERISTICS OF SUCCESSFUL PERFORMS

The successful Senior Workers' Compensation Claims Assistant is well-organized and comfortable handling a variety of tasks with different levels of priority at the same time. This highly dependable individual is very sensitive to confidentiality, and works well independently or as part of a team.

Revised: 05/02
ADA Approved: 06/02