

WORKERS' COMPENSATION CLAIMS ASSISTANT (UC)DEFINITION

Under immediate supervision, performs responsible, specialized clerical and some technical 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 and electronic logs and files, balances ledgers and miscellaneous other banking issues. Processes all medical-only and future medical claims in accordance with workers' compensation laws. Types or word-processes a variety of documents, including memoranda, letters and complex forms. Receives visitors and incoming phone calls and personally handles or refers them as appropriate. Schedules meetings and provides general clerical support for the workers compensation staff. Serves as Systems Administrator and troubleshoots system issues or errors involving software applications. Performs other related functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

This is the entry-level classification of the workers' compensation claims career ladder. This class performs a variety of specialized technical/clerical support duties and assists the workers' compensation claims' personnel in the timely processing of claims-related clerical duties and system administration of a custom software program. This class is distinguished from Senior Workers' compensation Claims Assistant by the complexity of duties performed and independence of action. Worker's Compensation Claims Assistant may promote to Senior Worker's Compensation Claims Assistant by meeting the career development proficiency requirements.

MINIMUM REQUIREMENTS:

Two years of responsible clerical experience in an automated environment preferably including experience in workers' compensation or the insurance industry involving the use of computers or any equivalent combination of experience and education which provides the following knowledge and abilities:

Knowledge of: Modern office practices and procedures, including filing, typing, coding, indexing, sorting, data entry and modern computer software applications; 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 complete complex forms, notices and letters in a timely manner; maintain confidentiality; and work effectively with other City employees, vendors and the general public.

Skill in: Personal Computer operation and word processing is required.

CHARACTERISTICS OF SUCCESSFUL PERFORMS

The successful 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: 2/01
ADA approved: 3/01
Reviewed: 5/02