

## **RIVERSIDE UNIFIED SCHOOL DISTRICT**

### **CLASS TITLE: WORKERS' COMPENSATION TECHNICIAN (Range 36)**

#### **BASIC FUNCTION:**

Under direction of the Director of Risk Management, perform a variety of complex technical work primarily in the area of Workers' Compensation; contact and interview injured workers; create accurate case history documentation; answer phones and document calls.

#### **REPRESENTATIVE DUTIES:**

Initiate contact with injured workers and witnesses; interview and document statements thoroughly and accurately; create thorough case history documentation; establish and maintain forms, files and documents. *E*

Refer injured worker for medical treatment as indicated; follow-up until employee is discharged from medical care. *E*

Receive and answer inquiries related to Workers' Compensation benefits and procedures. *E*

Receive, review and process as needed incoming medical bills, medical reports, legal compliance, correspondence and various reports. *E*

Document phone calls and conversations regarding Workers' Compensation. *E*

Establish and maintain industrial illness/accident claim files and notify the supervisor of problem cases; coordinate salary payment and temporary disability payments to meet requirements of the law. *E*

Serve as a liaison for injured employee with insurance carriers, claims, medical providers/facilities, third party administrators, etc. to ensure timely and appropriate medical care and processing. *E*

Assist and participate in file reviews, depositions, hearings, recommendations, etc. for claims. *E*

Manage and maintain the Workers' Compensation bank account. *E*

Notify employees of application time lines for extended illness leave and coordinate with Human Resources and payroll regarding medical reports for extended illness leave requests. *E*

Notify and inform Director of problem cases and situations as needed. *E*

Coordinate modified work assignments with doctors, supervisors and employees. *E*

Communicate with a variety of District sources, claims adjusters, attorneys, investigators, medical personnel and others to exchange information, resolve issues or concerns and coordinate activities. *E*

Maintain master District OSHA log and update information for preparation of annual report. *E*

Operate a computer, calculator, typewriter and facsimile. *E*

Type correspondence to employees, supervisors, doctors and others. *E*

Assist in the development of legal files.

Perform related duties as directed.

## **KNOWLEDGE AND ABILITIES:**

### **KNOWLEDGE OF:**

Federal and State regulations pertaining to Workers' Compensation/OSHA laws.

Modern office practices, equipment, and procedures, including filing systems.

Telephone techniques, and letter and report writing.

Correct English usage, spelling, grammar and punctuation.

Legal and medical terminology and phraseology.

Methods and practices of financial record-keeping.

Principles and procedures of accurate and thorough record-keeping.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

### **ABILITY TO:**

Learn and apply District procedures and regulations related to the Workers' Compensation Program.

Explain Workers' Compensation and other insurance programs coverage to others.

Attend a variety of meetings, workshops, conferences, etc.

Maintain comprehensive records and prepare reports.

Analyze facts, information and data.

Communicate with individuals and diverse groups conveying technical regulatory information in a successful presentation and prepare recommendations.

Meet time lines involving legal constraints.

Compose clear and concise correspondence.

Communicate effectively both orally and in writing.

Type at 40 words per minute from clear copy.

Work independently with little direction.

## **EDUCATION AND EXPERIENCE:**

Any combination equivalent to: two years college-level course work in business or related field and three years of responsible office experience including one year experience working in the field of Workers' Compensation.

**WORKING CONDITIONS:****ENVIRONMENT:**

Office environment.

**PHYSICAL ABILITIES:**

Hearing and speaking to exchange information in person or on the telephone.

Seeing to read and prepare various materials.

Sitting for extended periods of time.

Kneeling or crouching to store or retrieve files.

Dexterity of hands, wrists and fingers to operate a computer keyboard.

**HAZARDS:**

Contact with dissatisfied or abusive individuals.