



# IRVINE UNIFIED SCHOOL DISTRICT

## SPECIALIST-WORKERS COMPENSATION/BENEFITS

### DEFINITION:

Under the supervision of an assigned Administrator, performs specialized technical and clerical duties in support of the Risk Management Department in the administration of the District's workers' compensation and health benefit programs; monitors and coordinates Workers' Compensation claims; creates accurate case history documentation; serves as a technical resource to employees concerning Workers' Compensation/Benefits.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- **Contacts insurance carriers, insurance brokers, and authorized companies to enroll employees in the District's benefit program.**
- **Analyzes circumstances of claims, injury records and medical evaluations; documents injuries; ensures prompt delivery of medical and financial services and the return of injured workers to safe and productive employment in a timely manner.**
- **Processes Workers' Compensation claims for the District; completes forms and submit to appropriate agencies; logs and maintains employee files on industrial accidents.**
- **Follows up on work-related injuries and identify injured employees likely to participate in the Return to Work program.**
- **Works closely with supervisors, administrators, medical providers, claim administrator, defense counsel and others involved in the resolution of industrial accident claims.**
- **Advises employees of various health benefit options; conducts open enrollment; notifies employees and maintains record of dependent(s) eligibility; maintains computerized database and/or files of employee insurance and eligibility information.**
- **Performs a wide variety of clerical work, including typing, proofreading, filing, checking, and recording information; establishes and maintains record systems and files.**
- **Arranges and schedules meetings, appointments, and interviews.**
- **Responds to inquiries from insurance carriers and employees.**
- **Explains legal and program requirements of insurance policies; interprets and applies rules, guidelines, and State and federal laws as appropriate.**
- **Maintains computerized database and/or files of COBRA/Retiree payments.**
- **Interprets and complies with rules, laws, policies, regulations, and codes; notifies employees of changes in procedures and laws pertaining to Workers' Compensation and group health insurance.**
- **Conducts research; prepares and maintains a variety of records, logs and files related to assigned activities including confidential materials.**
- **Composes a variety of correspondences including forms, summaries, letters, memoranda, special projects, legal documents and other materials; duplicates and distributes materials and forms; reviews written materials for accuracy and completeness.**
- **Communicates with personnel, insurance carriers, rehabilitation counselors, claims examiners, attorneys, investigators, medical personnel and other outside agencies to establish effective working relationships, exchange information, resolve issues or concerns and coordinate activities.**
- **Operates a variety of office equipment including a computer and assigned software.**
- **Attends a variety of meetings, workshops and trainings to maintain current knowledge of applicable laws, codes, rules and regulations.**

### QUALIFICATIONS GUIDE

#### Knowledge of:

- **Workers' Compensation benefit systems.**
- **Applicable laws, codes, rules, regulations, policies and procedures.**
- **Organizational policies and procedures relating to processing Workers' Compensation claims.**
- **Legal and medical terminology related to Workers' Compensation and federal regulations.**
- **Board policies and regulations; applicable Education and Labor Codes, American with**

- **Disabilities Act, and other Workers' Compensation laws and regulations.**
- **Employee collective bargaining agreements and provisions pertaining to industrial accidents and other paid leaves.**
- **Record-keeping, research and report preparation techniques.**
- **Modern office practices, procedures and equipment.**
- **Operation of a computer and assigned software.**
- **Interpersonal skills using tact, patience and courtesy.**
- **Oral and written communication skills.**
- **Correct English usage, grammar, spelling, punctuation and vocabulary.**
- **Health and safety regulations.**
- **Basic interviewing techniques.**
- **Telephone techniques and etiquette.**
- **Technology and appropriate software applications.**
- **Typing, filing, and other clerical skills.**
- **Basic arithmetic computations.**

**Ability to:**

- **Interpret, apply and explain Workers' Compensation coverage and benefits to employees.**
- **Establish and maintain comprehensive records and prepare reports.**
- **Interpret, apply and explain applicable laws, codes, rules and regulations.**
- **Analyze facts, information and data.**
- **Participate in the investigation of accidents.**
- **Interview employees and management personnel to determine relevant facts.**
- **Compose written correspondence independently.**
- **Answer telephones and greet the public courteously.**
- **Communicate effectively both orally and in writing.**
- **Establish and maintain cooperative and effective working relationships with others.**
- **Meet schedules and timelines.**
- **Plan and organize work.**
- **Type or input data at an acceptable rate of speed.**
- **Determine appropriate action within clearly defined guidelines.**
- **Operate a variety of office equipment including a computer and assigned software.**
- **Work independently with little direction.**
- **Read and comprehend technical material.**
- **Understand and carry out oral and written directions.**

**EDUCATION/EXPERIENCE:**

**Any combination equivalent to: graduation from high school, supplemented by college-level course work in business, human resources or a related field. Three years of Workers' Compensation and health benefits experience in a public school district setting preferred.**

**PHYSICAL DEMANDS:**

**The physical demands described here 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 functions.**

- **Dexterity of hands and fingers to operate a computer keyboard.**
- **Hearing and speaking to exchange information and make presentations.**
- **Sitting for extended periods of time.**
- **Bending at the waist, kneeling or crouching to file materials.**
- **Seeing to read a variety of materials.**
- **Lifting, carrying, pushing or pulling objects up to 25 pounds.**

**WORK ENVIRONMENT:**

**Indoor/Office environment. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. Hazards include:**

- **Potential for contact with dissatisfied or abusive individuals.**

**Previously Revised: 06/2017**