

**HUMAN RESOURCES TECHNICIAN –
WORKERS COMPENSATION AND RISK**

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Under general supervision, to provide technical and paraprofessional support in the Workers Compensation/Risk Division of the Human Resources Department, to respond to questions from City employees and the public regarding Division functions; may supervise subordinate staff; performs related duties as assigned.

CLASS CHARACTERISTICS

This is the advanced journey-level clerical class within the Human Resources-Workers Compensation and Risk classification series. Incumbents in this class are distinguished from the Human Resources Assistant – Workers Compensation and Risk by the performance of the full range of technical and paraprofessional duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Advancement to the Human Resources Analyst professional series is based on meeting the required education and experience, a demonstrated proficiency in performing the assigned functions, and the needs of the Department. Advancement is not based on time in grade but solely at the discretion of the Human Resources Director and the organizational needs of the department.

EXAMPLES OF DUTIES - *Examples of duties performed by employees in this class may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.*

Assumes technical and paraprofessional responsibility for workers compensation, safety and risk management case work and related services; performs cost recovery/subrogation functions in the processing and settlement of claims for damages to City property; assists with the initial investigations of potential claims and in the preparation of cases to be litigated; administers the coordination of benefits in accordance with Workers' Compensation statutes; pursues accounts receivables from property or G/L damages and court-awarded judgments; processes inbound payments; prepares small claims documents and maintains active City vendor list and monitors insurance expirations for City vendors; develops options and alternatives to address changing needs; records reported injuries and/or incidents and counsels employees and citizens regarding program requirements and procedures and provides technical assistance as necessary; maintains confidential files; responds to questions and inquiries from City employees and the public; interprets rules, regulations, policies and procedures; accesses various records and databases to input and/or extract data; processes claims, assists in audits; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of human resource management; maintains awareness of new legislation and changing

developments related to assigned area; maintains, creates and/or generates reports; may supervise subordinate clerical staff; and performs related duties as required.

MINIMUM QUALIFICATIONS

Knowledge of:

- Operational characteristics, services and activities of a human resource management program;
- Basic compensation and benefit programs;
- Basic processes and procedures involved in workers compensation claims processing;
- Basic principles and practices of safety and risk management;
- Basic principles of supervision and training;
- Principles of data collection and record keeping;
- Pertinent Federal, State, and local laws, codes and regulations;
- Modern office procedures, methods and equipment including computers and applicable software applications;
- Principles of business letter writing and basic report preparation.

Ability to:

- Perform a variety of technical and paraprofessional human resource work;
- Assist with interviewing applicants for possible employment;
- Perform routine review of workers compensation and risk management programs and develop options;
- Interpret and apply applicable Federal, State and local policies, laws and regulations;
- Maintain and update accurate and confidential records and files;
- Prepare clear and concise reports;
- Respond to requests and inquiries from City employees and the general public regarding job openings;
- Supervise and train clerical staff;
- Work independently and efficiently to carry out assignments;
- Understand and carry out oral and written instructions;
- Communicate clearly and concisely, both orally and in writing;
- Establish and maintain effective relationships with those contacted in the course of work.

Experience and Training Qualifications

Experience: Three years of experience performing duties equivalent to that of a Human Resources Assistant–Workers Compensation and Risk, with the City of Oceanside.

Education: Completion of the twelfth grade supplemented by college level coursework in human resources management or public administration. Completion of a program of study through an accredited college or university, resulting in a Certificate in Human Resource Management is highly desirable.

An Associates Degree or 60 transferable units from an accredited college or university may be substituted for one year of the experience requirement.

A Bachelors Degree from an accredited college or university in Human Resources Management, Public Administration, Business Administration, or a related field of study may be substituted for two years of the experience requirement.

Total Degree credit toward experience will not exceed two years.

License or Certificate: Possession of an appropriate, valid driver's license.

WORKING CONDITIONS

Environmental Conditions: Office environment; exposure to computer screens; extensive public contact.

Physical Conditions: Essential functions may require maintaining physical condition necessary for sitting and standing for prolonged periods of time; speaking and hearing to exchange information; visual acuity to read computer screens and printed material; operating a variety of office equipment.