CITY OF OCEANSIDE

REV: NOV 2011
JOB CODE: ADMINXX
UNIT: UNREP/SUPV

CLAIMS OFFICER

*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 direction, to review and investigate workers' compensation claims for compensability; to analyze, negotiate and recommend claim settlements; compile documentation for industrial disability retirements; to oversee and authorize medical treatment and benefit payments; and to accurately prepare all required forms and reports according to established State statutes and guidelines.

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.*

Reviews, analyzes, investigates and processes workers' compensation claims; interviews claimants and witnesses; initiates required paper work and forms; determines compensability and authorizes medical treatment and benefit payments; monitors medical treatment for appropriateness and employee compliance; negotiates and recommends claim settlements; establishes claim reserves; analyzes medical reports to determine temporary disability and permanent disability rating; compiles information and recommendations for industrial disability retirement; prepares claim status information for monthly departmental meetings; composes correspondence to employees, doctors, attorneys and other entities; compiles and prepares required forms and reports according to State statutes and guidelines; attends settlement and pre-trial conferences at the Workers' Compensation Appeals Board; maintains confidential claim files; performs related duties and responsibilities as required.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles and practices of claims investigation and evaluation.
- Methods and techniques of claims settlement.
- Medical terminology and appropriate applications.
- Workers' compensation labor code and procedures.
- Principles and practices of report preparation.
- Principles and practices of record keeping.
- Pertinent Federal, State and local laws, codes and regulations.

Ability to:

- Analyze and interpret workers' compensation claims and recommend settlements.
- Accurately determine claim compensability and authorize treatments and/or payments.
- Review and interpret a variety of medical information, terminology and forms.
- Compile and maintain a variety of confidential records.

- Prepare clear and concise reports according to established guidelines.
- Ensure adherence to established State statutes and guidelines.
- 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 GUIDELINES

Experience: Minimum of two (2) years of recent experience reviewing, processing, adjusting and settling workers' compensation claims; Three (3) years experience is highly desirable, One (1) year of municipal experience is also highly desirable.

Training: An Associates' degree or 60 transferable units from an accredited college or university is required; a Bachelor's degree from an accredited college or university in Public Administration, Business Administration, or a related field of study is highly desirable and may substitute for one year of the experience requirement.

Licenses/Certificates:
- Must have successfully passed the Self-insurance Administrator's Examination given by the State of California, Department of Industrial Relations, Self-Insurance Plans.
- Possession of, or ability to obtain, a current California Driver's License.

Note: Recent work experience is defined as work experience within the past six (6) years.

WORKING CONDITIONS

Environmental Conditions: Office and file room environment; exposure to computer screens; extensive employee contact.

Physical Conditions: Essential functions may require maintaining physical condition necessary for sitting for prolonged periods of time; reaching, bending, squatting, and stooping to retrieve and file items above and below shoulder level; lifting, pushing, pulling, and carrying up to 30 lbs; speaking and hearing to exchange information.