

CLAIMS ASSISTANT

JOB SUMMARY

Under supervision, performs responsible clerical, specialized and some technical functions to support the district's self-insured workers' compensation program. Performs related duties as assigned.

ESSENTIAL DUTIES

- Receives and responds to inquiries regarding workers' compensation procedures.
- Establishes and maintains a working diary for each assigned workers' compensation case.
- Creates and issues timely employee notifications.
- Maintains ongoing oral communication with, and composes correspondence to injured employees, vendors, attorneys and medical providers.
- Conducts assigned case investigations and maintains related records.
- Provides preliminary approval of or objection to bills for payment.
- Coordinates, documents, and maintains records of light duty assignments with supervisor and medical personnel, as appropriate.
- Responsible for all medical and incident only claims.
- Provides assistance and support to claims adjusters relative to medical treatment, litigation and general progress on workers' compensation cases.
- Documents all phone calls and conversations regarding claims.
- May assist in compiling legal files from various sources, including district employees, attorneys, vendors, medical personnel and others.
- May attend approved seminars and conferences relative to workers' compensation issues.

EMPLOYMENT STANDARDS

Education and Experience: Graduation from high school or equivalent and a minimum of three years of responsible clerical experience, preferably in a workers' compensation environment.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Labor code, legal and medical terminology.
- Familiarity with general administrative rules and regulations applicable to self-insured public agencies.
- Current office practices and procedures, including the use of computers.
- Current methods and practices for record keeping and handling of confidential documents.

Ability to:

- Compose appropriate correspondence.
- Perform complex clerical tasks involving use of independent judgment.
- Work independently with minimal supervision.
- Use tact and diplomacy in dealing with sensitive situations.

LICENSE AND CERTIFICATE: Must possess and maintain a Self-Insurance Administrator Certificate. Must possess and maintain a valid Class C California Driver License and remain insurable at the standard insurance market rate.

PHYSICAL DEMANDS & WORKING CONDITIONS: Office and field environments, which may include driving an automobile. Work involves sitting, bending, stooping, squatting, reaching, and lifting of materials weighing up to 15 pounds, as well as walking/standing on hard floors, carpets, and uneven surfaces. Operate office equipment, including a keyboard. Exchange information in person and by telephone. Read computer screens and various reading materials. Uses computer programs to compose letters, make independent decisions following established guidelines, and meet accuracy and productivity requirements.