



Office of Human Resources
Workers Compensation Claims Supervisor - CA1048
THIS IS A PUBLIC DOCUMENT

General Statement of Duties

Supervises and directs the work of a unit of claims adjusters.

Distinguishing Characteristics

The Workers' Compensation Claims Supervisor class is assigned full performance first-line supervision of professional claims adjuster staff, advising adjusters on complicated claims and extending settlement authority to adjusters as warranted. The Workers' Compensation Claims Supervisor supervises and participates in the claims processing activities of the Workers' Compensation Division.

Level of Supervision Exercised

Supervises two or more professional employees who do not supervise.

Essential Duties

Assigns reviews and monitors all adjusted Workers' Compensation claims; monitors claims assigned to third party administrators.

Performs research, analysis, investigation and adjusting of special claims and complaints.

Coordinates and administers city-wide Risk Management programs.

Manages the workers' compensation claims reserves for the Risk Management Division.

Acts as a liaison coordinating with internal and external parties' regarding claims and audits.

Writes quarterly reports to the City's excess insurance carrier.

Develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; adjusts work plans/activities as a result of budget changes.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

Planning and Evaluating – Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Knowledge of laws pertaining to workers' compensation, family medical leave, governmental immunity, automobile liability and other related areas and skill in applying knowledge to resolve claims against the City in these areas.

Knowledge of interviewing techniques sufficient to be able to obtain and/or verify necessary information.

Skill in maintaining statistically accurate records.

Education Requirement

Bachelor's Degree in Business Administration, Public Administration, Finance, Law or a related field.

Experience Requirement

Three (3) years of professional experience adjusting workers' compensation claims which must include one (1) year of experience regarding workers' compensation claims covered by Colorado law and one year supervising in a workers' compensation claims environment.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Subject to many interruptions
Subject to varying and unpredictable situations
Pressure due to multiple calls and inquiries.
Subject to traffic, roadways, and pedestrians.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm or shoulder.

Balancing: maintaining the body equilibrium to prevent falling over.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping or otherwise working with hands.

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Near acuity: ability to see clearly at 20 inches or less.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check

Employment Verification

Education Check

By position, Motor Vehicle Record

Assessment Requirement

Professional Supervisor

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-812

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: