

CLASS TITLE: CLAIMS SPECIALIST I

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for assisting in the administration of City's Workers' Compensation (WC) and Injury Leave (IL) program in accordance with Oklahoma law and City policy and performs other related assigned duties.

ESSENTIAL TASKS:

- Assists the Claims Administrator in the administration of the City's workers' compensation program
- Handles all subrogation efforts associated with workers' compensation injury claims to recoup city expenses from at-fault parties.
- Analyzes workers' compensation claims for compensability under Oklahoma law
- Provides proactive counseling for employees regarding statutory workers' compensation entitlement and City policy
- Makes recommendations for case management of medical only claims, including file documentation
- Assists in processing of claims and related information
- Determines payment of medical and disability (statutory/internal) benefits on injury claims
- Requests annual background checks on Permanent Total Disability and Death claims for verification of on-going benefits
- Processes paperwork and inputs data/documentation into various systems for workers' compensation program/claim documentation/payments to employees/providers
- Gathers quarterly claim information for various reports; submits tax and assessment payment/refund requests timely
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in business or public administration, human resource management or a closely related field and two (2) years of progressively responsible experience in the field of claims adjustment, including experience in investigating WC claims under state law; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of WC laws, investigation techniques and basic rules of evidence; and good knowledge of organizational procedures. Ability to make decisions independently recognizing precedents and practices; ability to present effectively both verbal and written ideas; ability to write clear, concise and accurate reports; ability to interpret legal and medical terminology; ability to effectively and efficiently handle high volumes of basic medical only claims; and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding. Applicant must possess good organizational skills in order to move high volumes of work on a regular basis.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting and carrying up to 5 pounds with occasional lifting and carrying up to 20 pounds; frequent pushing and pulling up to 20 pounds; may be subject to walking, standing, sitting, reaching, bending, and twisting; vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License; and possession of a Workers' Compensation/Adjuster License from the State of Oklahoma within 90 days of hire.

WORKING ENVIRONMENT: Working environment is both indoors in an office setting and outdoors traveling to various locations for field work.

Class Code: 2606

EEO Code: N-02

Pay Code: AT-32

Page 2 (continued from Claims Specialist I)

Group: Clerical and Administrative
Series: General Administrative

Effective Date: May 8, 2017