

**JOB DESCRIPTION**  
**San Diego County Office of Education**

**Senior Manager, Workers' Compensation**

**Purpose Statement**

The job of Senior Manager, Workers' Compensation is done for the purpose/s of working with the Third Party Claims Administrator in evaluating, processing, and managing workers compensation claims in compliance with state regulations; documenting activities; conveying information regarding claims and/or benefits; providing testimony in benefit disputes; and providing technical expertise, training, supervising and evaluating the performance of assigned personnel.

This job is distinguished from similar jobs by the following characteristics: Medical Provider Network (MPN), Workers' Compensation Appeals Board; Audits of Third Party Administrator.

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**Essential Functions**

- Attends legal hearings on worker's compensation and related benefits disputes (e.g. Workers' Compensation Appeals Board, etc.) for the purpose of providing testimony and monitoring proceedings.
- Delivers workshop training, information/instruction sheets, procedures, methods, etc. (e.g. San Diego County Schools JPA, etc.) for the purpose of addressing workers compensation issues and injury causative activities.
- Oversees the claims handling of third party administrator for the purpose of ensuring worker's compensation claims are being handled according to the legal regulations of the State of California.
- Performs personnel administrative functions (e.g. training, evaluating, supervising, counseling/coaching, etc.) for the purpose of maintaining adequate staffing, enhancing productivity of personnel and achieving objectives within budget.
- Prepares statistical summaries, evaluations and reports (i.e., insurance broker BB and T worker's compensation programs) (e.g. case reserve amounts, cost totals, type/cause of injury, time loss, activity logs, etc.) for the purpose of providing information and/or documenting activities.
- Provides information to personnel, state agencies and third parties (e.g. payroll, personnel, State Department of Worker's Compensation, etc.) for the purpose of documenting actions and ensuring compliance with participating district policies and mandated legal requirements.
- Responds to inquiries from claimants, participating districts and/or involved personnel (e.g. status of claim, subrogation activities, etc.) for the purpose of resolving issues, facilitating communication among parties and/or providing information or directions.
- Works as liaison with the Third Party Administrator to adjudicate worker's compensation time loss and medical claims (e.g. determining validity, compensation amount, medical aid benefits; reaching closure, etc.) for the purpose of complying with legal requirements and state statutes.

**Other Functions**

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

## **Job Requirements: Minimum Qualifications**

### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment including utilizing pertinent software; planning and managing projects; resolving conflicts and diffusing hostile interchanges; and preparing and maintaining accurate records.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: worker's compensation programs; medical and legal terminology related to workers' compensation; Industrial Insurance Laws; and basic anatomy and physiology.; business telephone etiquette; codes/laws/rules/regulations/policies; concepts of grammar and punctuation; office application software; practicing cultural competency while working collaboratively with diverse groups and individuals.

ABILITY is required to schedule a number of activities, meetings, and/or events; routinely gather, collate, and/or classify data; and use basic, job-related equipment. Flexibility is required to independently work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using defined methods. Ability is also required to work with a significant diversity of individuals and/or groups; work with a variety of data; and utilize specific, job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data requires analysis based on organizational objectives; and problem solving with equipment is moderate. Specific ability based competencies required to satisfactorily perform the functions of the job include: communicating with diverse groups; working with frequent interruptions; working with detailed information/data; maintaining confidentiality; establishing effective relationships; adapting to changing work priorities; accuracy and attention to detail; meeting deadlines and schedules; working as part of a team.

### **Responsibility**

Responsibilities include: working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of resources from other work units may be required to perform the job's functions. There is a continual opportunity to impact the organization's services.

### **Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 70% sitting, 15% walking, and 15% standing. This job is performed in a generally clean and healthy environment.

**Experience** Job related experience within a specialized field is required.

**Education** Bachelors degree in job-related area.

**Equivalency** WCCA, WCCP, ARM, 5 years of workers' compensation and/or risk management experience.

**Required Testing**

**Certificates**

Valid Driver's License & Evidence of Insurability

Continuing Educ./Training

Clearances

Criminal Justice Fingerprint/Background  
Clearance

Drug Test

TB Screen

FLSA State: Exempt

Salary Range: Classified Management, Grade 47

**Personnel Commission Approved: October 19, 2016**