

Class Code: G18
City of Anaheim
Class Specification

- I. CLASS TITLE: WORKERS' COMPENSATION MANAGER
- II. DEPARTMENT/CONTROL CENTER: Administrative Services/Risk Management
- III. CLASS DEFINITION:

To supervise, plan and coordinate the activities and operations of the Workers' Compensation program within the Administrative Services Department; to coordinate assigned activities with other divisions, outside agencies and the general public; and to provide highly responsible and complex staff assistance to the Risk Manager.
- IV. SUPERVISION RECEIVED AND EXERCISED:

Receives general direction from the Risk Manager.

Exercises direct supervision over professional, technical and clerical staff.
- V. EXAMPLES OF IMPORTANT RESPONSIBILITIES AND DUTIES - Responsibilities and duties may include, but are not limited to, the following:

Coordinate the organization, staffing, and operational activities of the Workers' Compensation program including the administration of the worker's compensation claims program and the safety officer industrial disability retirement program.

Participate in the development and implementation of goals, objectives, policies, and priorities for the Workers' Compensation program; identify resource needs; recommend and implement policies and procedures.

Select, train, motivate and evaluate program personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

Direct, coordinate and review the work plan for the Workers' Compensation program; meet with staff to identify and resolve problems; assign work activities and projects; monitor work flow; review and evaluate work products, methods and procedures.

Identify opportunities for improving service delivery methods and procedures; review with appropriate management staff; implement improvements.

Participate in the development and administration of the Workers' Compensation program budget; forecast additional funds needed for staffing, equipment, materials, and supplies; direct the monitoring of and approve expenditures; recommend adjustments as necessary.

Ensure City compliance with pertinent rules and regulations governing benefit and self-insurance administration; review, evaluate, interpret and apply established law to Workers' Compensation and Safety Disability Retirement programs.

Develop, implement and monitor cost containment programs to reduce worker's compensation liabilities; monitor and control charges to industrial accident leave and light duty benefit accounts; assess facts and determine necessity for reporting claims to excess insurance carrier.

Assist in the negotiation of settlements for controversial and high cost claims; interview potential witnesses; coordinate medical exams; coordinate defense with attorneys.

Coordinate the Safety Disability Retirement program including preparing for formal hearings; assist departments with the reassignment of Safety employees to mandatory permanent modified duty assignments within their medical restrictions; monitor compliance with Letter of Understanding between the Fire and Police Association and the City.

Develop, establish, update and review medical examination policy standards; evaluate, interpret and apply pertinent laws regarding the physical examinations of potential employees in determining job suitability and fitness; negotiate contract and monitor performance of medical facility administering physicals.

Design, develop and present training programs pertaining to the worker's compensation and retirement programs, procedures and reporting requirements.

Coordinate Workers' Compensation program activities and services with those of other divisions and outside agencies and organizations; provide staff assistance to the Risk Manager; prepare and present staff reports and other necessary correspondence.

Attend and participate in professional group meetings; stay abreast of new trends and innovations in the fields of worker's compensation, disability retirement and pre-employment medical standards.

Perform related duties and responsibilities as required.

VI. JOB RELATED QUALIFICATIONS:

Experience: Extensive responsible worker's compensation claims examination and adjustment experience including the supervision of professional employees.

Knowledge of: Operational characteristics, services and activities of a worker's compensation program; modern and complex principles and practices of claims examination and adjustment including legal requirements; investigation and settlement techniques and practices; basic medical terminology; laws governing pre-placement examinations; principles of municipal budget preparation and control; principles of supervision, training and performance evaluation; pertinent Federal, State, and local laws, codes and regulations.

Ability to: Manage and coordinate the work of professional and technical personnel; select, supervise, train and evaluate staff; interpret and explain City worker's compensation policies and procedures; negotiate effectively; prepare and analyze worker's compensation claims expenditure trends; prepare clear and concise reports; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work including a variety of City and other government officials, community groups, and the general public.

Physical Requirements: None

License or Certificate: Certification to manage and operate a self-insured program.

VII. FLSA DESIGNATION: Executive Exempt

NOTE: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.