



PERSONNEL COMMISSION

Class Code: 5171
Salary Range 48 (M2)

RISK MANAGEMENT INSURANCE COORDINATOR

JOB SUMMARY

Under administrative direction, plan, organize and coordinate the services and activities of the District's property, liability and workers' compensation insurance and claims administration programs; coordinate and oversee the District's light duty/return to work program; develop, implement and monitor safety training programs; train and evaluate the performance of professional and support staff; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Plan, organize and coordinate the services and activities of the District's insurance programs and workers' compensation claims administration programs; assure compliance with applicable laws, codes, rules and regulations. **E**
- Coordinate the reviewing, selecting and negotiating of claims administrators and insurance brokers; research, analyze, cost out and make recommendations regarding proposed bids, contracts and amendments. **E**
- Monitor and evaluate the service provided by brokers of record, service providers and insurance programs. **E**
- Direct preparation of records and reports necessary to develop cost analysis and safety loss prevention summaries for guidance of management. **E**
- Use risk analysis techniques to determine insurance needs and develop coverage conditions and specifications for brokers. **E**
- Inspect facilities and grounds to evaluate conditions affecting safety and risk management control. **E**
- Negotiate adjustments of insured and uninsured loss claims with insurance carriers within specified dollar amounts and assist legal representatives to provide information for litigation of insurance risk. **E**
- Train and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; assure confidential, quality customer service is provided to employees and others seeking assistance with workers' compensation matters. **E**
- Coordinate and oversee the District's light duty/return to work program; consult with medical professionals and consultants regarding employee injuries, medical treatments, therapy requirements, length of recuperation, work restrictions and special accommodations to assist injured employees return to work; schedule Americans with Disabilities (ADA) meetings with employees. **E**

- Coordinate ergonomic evaluations; analyze claims for frequency and severity; develop a model Injury Illness and Prevention Program (IIPP); represent the District during CAL-OSHA inspections, visits, and hearings; coordinate responses to citations. **E**
- Oversee the receipt, completion, distribution and posting of workers' compensation forms, notices and employer reports to designated claims administrator for claim handling and adjustment. **E**
- Oversee the internal investigations of claims; provide assistance to site representatives and supervisors in the preparation of accident reports; contact and interview administrators, supervisors and employees to obtain needed information. **E**
- Oversee insurance claims reporting and submission of information to appropriate insurance agency, and provide assistance to site representatives in coordinating completion of repairs. **E**
- Assure the accuracy of and forward forms and employer reports to designated claims administrator for claim handling and adjustment; review claims with attorneys and claims administrator; attend hearings and trials as needed. **E**
- Coordinate workers' compensation benefits with the claims administrator, District departments, attorneys, doctors, clinics and employees; participate in the settlement of claims; review settlement documents for accuracy and completeness; evaluate attorney services; audit the actions of attorneys. **E**
- Oversee clerical accounting activities of the workers' compensation program and related contracts; analyze, calculate and assure accuracy of various fees and benefit payments; review and approve financial reports and bank reconciliations. **E**
- Compose communications and oversee the publication and distribution of workers' compensation informational materials such as manuals, guides, handbooks, posting notices and brochures. **E**
- Develop policy and procedural manuals related to District claims reporting, administration and investigation, medical management and litigation management. **E**
- Serve as a liaison between the District, employees, claims administrator representatives and pools in which the District is a member; remain current on vendor and legislature policy changes; implement legislative updates pertaining to insurance issues. **E**
- Review industrial accident reports and workers' compensation claims to identify trends and recommend corrective measures. **E**
- Develop, implement, monitor and evaluate medical services provided to injured workers by clinics and other medical professionals; make recommendations regarding retaining medical services. **E**
- Communicate with District employees, administrators and outside agencies such as vendors, claims administration firms, defense counsels, investigation firms and medical clinics and other medical professionals to coordinate activities, resolve issues and conflicts and exchange information. **E**
- Develop and conduct in-service employee workshops, seminars and other communication strategies related to workers' compensation and safety training; assure safety committees are implemented at sites. **E**

- Prepare or supervise the preparation of a wide variety of auditable reports, records, databases and files related to assigned activities; assure timely filing of State workers' compensation filing forms such as the Public Self Insurer's Annual Report. *E*
- Provide technical expertise and information to management regarding assigned functions and recommends the formulation of policies, procedures and programs; advise management of unusual trends or problems and recommend appropriate corrective action. *E*
- Participate in the development and preparation of preliminary budgets for assigned activities and insurance coverage; control and authorize expenditures in accordance with established guidelines and limitations. *E*
- Operate a computer and assigned software; drive a District or personal vehicle to conduct work. *E*
- Attend and participate in a variety of meetings, conferences and workshops to maintain current knowledge of laws, codes, rules and regulations related to assigned functions; prepare and deliver oral presentations as requested. *E*

Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

A Risk Management Insurance Coordinator plans, organizes and coordinates the services and activities of the District's property, liability and workers' compensation claims administration programs. An incumbent will oversee and direct the internal investigations of claims and train and evaluate the performance of professional and support staff.

EMPLOYMENT STANDARDS

Knowledge of:

- Planning, organization and coordination of property, liability and workers' compensation programs and claims administration.
- Methods, practices and procedures used in workers' compensation administration and contract negotiations.
- Regulatory agencies governing workers' compensation insurance.
- Principles and practices of collective bargaining agreements.
- Applicable laws, codes, rules and regulations related to assigned activities.
- Budgeting and accounting practices regarding monitoring and control.
- Research methods and report writing techniques.
- Record-keeping techniques.
- Principles and practices of assuring high-quality customer service.
- Principles and practices of training and supervision.
- Public speaking techniques.

Interpersonal skills using tact, patience and courtesy.
Oral and written communication skills.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Operations of a computer and assigned software.

Ability to:

Plan, organize and coordinate the services and activities of the District's property, liability and workers' compensation programs and claims administration.
Prepare and supervise the preparation of a variety of auditable records, files and reports.
Analyze situations accurately and adopt an effective course of action.
Analyze, interpret and explain legal contract language.
Interpret, apply and explain applicable laws, codes, rules and regulations.
Train, supervise and evaluate the work of others.
Prepare and deliver oral presentations.
Compose complex communications and informational materials.
Oversee the accounting activities of workers' compensation programs and contracts.
Participate in the development and preparation of preliminary budgets.
Monitor and control expenditures.
Analyze and develop work methods, procedures and schedules.
Establish and maintain cooperative and effective working relationships with others.
Communicate effectively both orally and in writing.
Plan and organize work.
Operate a computer and assigned software.
Establish and maintain cooperative and effective working relationships with others.

Education and Training:

A Bachelor's degree in business administration, public administration, human resources management or a related field is required.

Experience:

Three years of experience coordinating large scale workers' compensation claims programs, including one year in a managerial capacity is required. Workers' compensation claims administration experience in a public school district is highly desirable.

A Master's degree in business administration, public administration, or human resources management may substitute for one year of the required experience.

or

Sixteen quarter or fifteen semester units of College University Extension courses specific to workers compensation administration, return to work programs, disability programs management, ADA, Cal-Osha, California workers compensation employment law and related topics may substitute for one year of the required experience.

Any other combination of training and experience that could likely provide the desired skills, knowledge or abilities may be considered.

SPECIAL REQUIREMENTS

Workers' Compensation Claims Administrator certification, Workers' Compensation Claims Professional Designation or State of California certification as a Self Insurance Administrator is highly desirable.

Official Transcripts verifying either the Master's degree or C.E.U. units will be required of candidates requesting consideration for the alternate minimum education, training and experience prerequisites.

Positions in this classification require the use of a personal automobile and possession of a valid California Class C driver's license at the time of appointment.

WORKING ENVIRONMENT

Office environment.
Driving a vehicle to conduct work.
Potential for contact with dissatisfied or abusive individuals.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information and make presentations.
Seeing to read a variety of materials.
Sitting or standing for extended periods of time.
Reaching overhead, above the shoulders and horizontally to file materials.
Bending at the waist, kneeling or crouching to file materials.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of one year during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

7/27/2006

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