

CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

CLASSIFICATION

TITLE: Workers Compensation Specialist

CLASS CODE: 1543

GENERAL DESCRIPTION OF DUTIES:

Incumbents in this classification coordinate the workers' compensation program with the third party administrator by handling inquiries, providing assistance, authorizing the payment of benefits and providing scheduling and clerical assistance to legal counsel.

DISTINGUISHING CHARACTERISTICS:

This is a journey-level clerical classification in the Human Resources Series – Adjunct Group job family within the City of St. Louis. Incumbents within this classification perform routine to moderately complex duties with a variety of related tasks. The distinguishing characteristics for this classification within the series include handling the worker's compensation claims process.

Incumbents work under general supervision. While workers require some supervision in most assignments, they are free to develop their own work sequences within established procedures, methods and policies. They are generally subject to periodic supervisory checks.

EXAMPLES OF WORK (Illustrative Only):

(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)

Processes incoming paperwork related to workers' compensation; handles, files or delegates to proper adjuster or attorney.

Responds to inquiries and provides information to third party administrator, injured employees, payroll clerks, department managers, health care and other service providers.

Reviews workers' disability forms and medical records to determine approval of claims; reviews files to determine proper payment and makes adjustments, if necessary.

Schedules review meetings, court docket, board meetings, and other related events; prioritizes attendance at such meetings and court appearances.

Maintains database of files; retrieves information as requested; generates state reports.

Assists in determining if the third party administrator is meeting contractual obligations.

Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Data Utilization:

Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and diagnose. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.

Human Interaction:

Requires the ability to provide guidance, assistance and/or interpretation to others, such as co-workers and the public, on how to apply policies, procedures and standards to specific situations.

Equipment, Machinery, Tools and Materials Use:

Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment, machinery and tools such as a personal computer, fax machine, telephone and/or materials used in performing essential functions.

Verbal Aptitude:

Requires the ability to utilize a wide variety of reference and descriptive data and information such as regulations, medical and human resources records, vouchers, medical dictionary, life expectancy tables, correspondence and general operating manuals.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages, and decimals.

Functional Reasoning:

Requires the ability to carry out instructions furnished in written, oral or diagram form. Involves semi-routine standardized work, with some latitude for independent judgment regarding choices of action.

Situational Reasoning:

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against measurable or verifiable criteria.

Environmental Factors:

Work is normally performed in an office environment under generally safe and comfortable conditions where exposure to irate individuals poses a very limited risk of injury.

Physical Requirements:

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects weighing five (5) to ten (10) pounds, such as file storage boxes.

Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements:

Requires the ability to recognize and identify individual characteristics of shapes and sounds associated with job-related objects, materials and tasks, such as communicating with employees.

EDUCATION AND EXPERIENCE STATEMENT:

Bachelor's degree in Human Resources, Public Administration, Business Administration, or a related field. Or four (4) years of experience handling workers compensation claims; or an equivalent combination of education, training and experience.

The City of St. Louis is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of St. Louis will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.