



Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.

Job title	Safety and Claims Technician
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GENERAL PURPOSE

Under general supervision, coordinates the District’s Worker’s Compensation and injury management processes, including light duty and return to work evaluations; supports the administration of the District’s safety and general liability claims programs; interprets District policy and administrative regulations; coordinates all safety, risk, and emergency management training; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This fully qualified journey-level classification performs the full range of technical and administrative assignments in support of programs within the Safety, Risk, and Emergency Management Department by working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned management and supervisory personnel. Exercises no direct supervision over staff.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

- Participates in the development and implementation of staff safety training and education programs; participates in training of new employees on health and safety policies, procedures, and regulatory requirements; assists with scheduling, assigning, and coordinating training with instructors and outside training vendors; enters all training-related data into the tracking system.
- Conducts follow-up action with District departments to ensure compliance with the training requirements of the District’s Injury and Illness Prevention Program; develops and distributes health and safety information to District staff.

- Administers the workers' compensation claims management function; processes insurance claims submitted; monitors accepted claims prior to closure; provides information to claimants, attorneys, and workers' compensation carrier; assists employees in resolving issues related to workers compensation, safety, and health; maintains accurate databases; prepares reports and other related documentation.
- Conducts ergonomic evaluations and coordinates the adoption of recommendations including recommendations for chairs, computer peripherals, sit and stands, keyboards, mouse, and related equipment.
- Oversees various programs including Department of Motor Vehicle (DMV) Pull Program, and random drug testing programs by sending notifications to appropriate parties, coordinating medical appointments as necessary, monitoring program compliance, and maintaining databases and files; tracks, updates, and manages all commercial driver files and licenses; coordinates and schedules all physicals.
- Acts as a liaison between third-party administrators, medical providers, claimants, and District management; provides information and answers questions from District managers and supervisors and from injured employees regarding employment status, return to duty, work limitations, and workers' compensation claims adjudication issues.
- Manages and tracks personal protective equipment and safety equipment for use by District personnel; processes purchase of equipment.
- Conducts research regarding updates in federal and state laws and regulations pertaining to safety and workers' compensation programs.
- Assists in maintaining employee personnel files and confidential health and medical records; arranges for and notifies employees of annual medical appointments; maintains specialized computer medical records for District employees.
- Researches and maintains data and information and prepares reports, documents, and other necessary correspondence; assists with the creation, production, and completion of reports as assigned.
- Assists with office and administrative support duties and provides back up for other department office staff when required.
- Ensures confidentiality at all times.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

REQUIRED QUALIFICATIONS

Knowledge of:

- Policies, procedures, practices, and methods related to workers' compensation and liability claim processing and administration.
- Principles, practices, operations, services, and activities of safety, occupational health, and emergency response programs.
- Federal, state, and local laws, codes, and regulations in assigned areas of responsibility.
- Methods and techniques of preparing training materials and conducting training sessions.
- Methods and techniques of conducting ergonomic evaluations.
- District personnel rules, policies, and labor contract provisions.
- Record keeping principles and procedures.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Review and administer workers' compensation and insurance claim documents for completeness and accuracy.
- Conduct safety trainings and orientation sessions.
- Serve as liaison between workers compensation administrators, medical professionals, and District staff.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Maintain confidentiality of sensitive personal information of employees, former employees, and other matters affecting District employee relations.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Understand, follow, and apply written and oral instructions.

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- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Three (3) years of progressively responsible experience in worker's compensation, safety, emergency response, and claims administration.

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by college level coursework in workers compensation, risk management, occupational safety and health, or related field. A bachelor's degree is desirable.

Licenses/Certifications:

- First Aid.
- CPR.
- Occupational Health and Safety Technologist Certificate.
- Certification in workers compensation administration from a recognized industry provider such as the Insurance Educational Association is desirable.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

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This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>October 2, 2019</i>
Date modified:	
FLSA determination:	<i>Non-Exempt</i>

Job Description Acknowledgment

I have received, reviewed and fully understand the job description for Safety and Claims Technician. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____