

**MAJOR FUNCTION**

This is specialized technical, professional, and administrative work in coordinating the delivery of services through the City's Workers' Compensation self and carrier insured programs covering City employees. This employee is responsible for handling Workers' Compensation claims and all associated proceedings and documentation from initial receipt and determination of compensability of claim to case conclusion. The employee exercises considerable initiative and independent judgment and routinely interacts with claimants, attorneys, insurance carriers, medical and ancillary providers, and various City departmental representatives in the performance of job responsibilities. Under the general supervision of the Risk Management Administrator, the employee performs all duties in compliance with City policies and procedures and all applicable Florida State Statutes, administrative rules, and oversight requirements.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Receives and reviews all Workers' Compensation claims for initial opening and determination of compensability. Establishes reserves for each claim and maintains adequate funds for each loss from opening to closing of all associated claims. Prepares and submits state mandated filings for each claim. Makes comprehensive claim and benefit classifications in accordance with internal and state mandated requirements. Investigates situations giving rise to claims, as necessary, and monitors investigative results for irregularities. Approves claim payments and communicates claim status to employing department, HR, payroll and Legal, etc., as necessary. Interviews indemnity claimants and provides explanation of benefits to be received. Monitors provider compliance with Florida law and administrative rules. Coordinates and reviews the work of Risk Management Specialist (WC) and outside providers performed in support of assigned responsibilities. As a cost containment measure, identifies and recommends subrogation participation when appropriate. Administers Special Disability Trust Fund claims. Prepares annual payroll and Workers' Compensation loss reports. Performs related work as required.

**Other Important Duties**

Represents the supervisor on various committees related to risk management, loss prevention, and attends other meetings as required. May supervise office staff in absence of Risk Management Administrator, if required. Keeps abreast of developments in general and job specific areas related to Workers' Compensation. Assist in obtaining underwriting information for insurance renewals. Performs department timekeeping functions as needed. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Thorough knowledge of Workers' Compensation principles, practices, procedures, and governmental regulations pertaining to same. Considerable knowledge of effective methods and techniques used in investigations and settlement of Workers' Compensation and subrogation claims. Knowledge of state statutes, applicable case laws, and claims examiner's code of ethics. Knowledge of medical and other technical terminology that may be related to claims examination. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to communicate clearly and concisely, both orally and in writing. Ability to prepare and maintain accurate and comprehensive written reports and records. Ability to explain technical claims problems or procedures in simple, non-technical language when necessary. Ability to make fair and impartial decisions based on evidence. Ability to interpret and apply technical information to real situations. Skill in the use of microcomputers and associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and six years of technical or professional experience that includes claims examination or adjusting, loss control, risk management, or accident investigation. A bachelor's degree with major course work in business or public administration, insurance, or risk management may substitute for four years of the required experience.

Necessary Special Requirements

Must possess a class 540, 520 or 620 license issued by the Florida Department of Insurance at the time of appointment.

Must possess a valid Class E State driver's license at the time of appointment.

Established: 09-15-00  
Revised: 10-14-03\*  
08-24-09\*  
07-17-24