



City of Tempe

WORKER'S COMPENSATION PROGRAM SPECIALIST

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	326	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Internal Services	<i>Salary / Hourly Minimum:</i>	\$64,184
<i>Supervision Level:</i>	Non-Supervisor	<i>Salary / Hourly Maximum:</i>	\$86,648
<i>Employee Group:</i>	NSU	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Risk Management Claims Adjuster
<i>Drug Screen / Physical:</i>	N	N	<i>EEO4 Group:</i> Professionals

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS

Receives direction from the Risk Manager or from other supervisory or management staff
 May provide functional and technical direction to support staff.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Four years of program management experience and two years workers' compensation related experience.
<i>Education:</i>	Equivalent to a Bachelor's degree from an accredited college or university with major course work in insurance, accounting, finance, business or a degree related to the core functions of this position.
<i>License / Certification:</i>	Must possess and maintain a valid driver's license.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform a variety of complex and highly responsible professional duties involved in the administration of the City's self-insured workers' compensation and industrial leave program, including the development and implementation of systems, programs, policies, procedures and practices; serve as the City liaison to the City's workers' compensation third-party administration (TPA) regarding claims and claims management; provide advice and consultation to City personnel regarding workers' compensation program benefits, claim

processing, state laws, and City policies and guidelines; address and resolve complex workers' compensation questions, issues and concerns.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Collect information on operational and administrative problems and perform comprehensive analysis; investigate and resolve procedural problems, recommend administrative actions and assist with the implementation of improvements in programs and procedures as needed.
- Provide thoughtful and thorough analyses of the workers' compensation program by continually monitoring and evaluating the efficiency and effectiveness of workplace injury management programs, procedures, and resources against outcomes.
- Perform confidential and sensitive tasks related to the review of industrial medical reports, disability ratings, and workers' compensation payroll, and the maintenance of confidential employee medical records, files and documents related to workers' compensation and industrial leave.
- Maintain effective communication with injured employees, supervisors, managers, timekeepers, TPA, and medical professionals; communicate regularly with the TPA and treating physician's office and/or clinic regarding the employee's work status, scheduled appointments and other appropriate information;
- Develop and maintain an effective return to work process following workers' compensation medical leave; coordinate the return to work program with the supervisor, employee and TPA; implement an aggressive modified/light duty program and resolve issues or disputes related to the modified/light duty return to work program.
- Provide recommendations to the Risk Manager regarding the need for additional claim services such as outside investigation, independent medical examination referrals, vocational rehabilitation consultation, medial case management referrals, and utilization reviews.
- Determine industrial leave supplemental pay benefits in accordance with policies, procedures, labor contracts and statutes; ensure information is entered into payroll processing system.
- Monitor payment of all related medical bills and services; approve workers' compensation case reserves for future expected costs; and ensure Medicare set aside reporting and settlements are administered by the TPA.
- Prepare clear, concise and comprehensive administrative and statistical reports for use by internal and/or external organizations, including quarterly and annual reports, executive claim summaries for the Public Safety Personnel Retirement System Board, loss runs and summaries for the Risk Management Trust Board and insurance underwriters.
- Monitor industry trends and legislative changes related to program areas; evaluate impact on program areas, participate in developing strategies and implement the program changes.

- Represent Risk Management at meetings involving other City departments, government agencies, and professional societies.
- Manage and oversee quarterly claim file reviews with the City's TPA.
- Physically present to perform the duties of the position.
- Perform related duties as assigned.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Lift and carry materials weighing up to 25lbs.;
- Operate city vehicles;
- Work in a stationary position that includes sitting at a desk for over 50% of the day;
- Operate a variety of standard office equipment including computer, telephone, and copier;
- Extensive reading and close vision work that includes computer tasks and document review;
- Most work is performed in a normal City office environment.

COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective June 1994

Revised November 1998

Revised March 2007 (job duties and MQs)

Revised April 2008 (job duties)

Revised January 2019 (reclassify to Worker's Comp. Program Specialist, update min quals, job duties, and physical/work activities)