

CLASS TITLE: CLAIMS SPECIALIST II

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for assisting in the coordination and administration of City's Workers' Compensation (WC) and Injury Leave (IL) program in accordance with Oklahoma law and City policy; and performs other related assigned duties.

ESSENTIAL TASKS:

- Assists the Claims Administrator in the administration of the City's WC and IL benefits and claims
- Analyzes WC claims for compensability under Oklahoma law
- Provides proactive counseling for employees regarding WC entitlement and City policy
- Conducts post injury follow-up with employees and supervisors in field or office location
- Makes recommendations for case management of WC claims, including file documentation
- Conducts field surveillance of claimants with questionable claims
- Coordinates, negotiates and collects expenses on subrogation interest cases
- Confers with/advises City legal department and medical division regarding WC claims
- Leads support personnel in processing of claims and related information
- Authorizes settlement limits on both litigated and non-litigated claims
- Determines payment of medical and disability (statutory/internal) benefits on injury claims
- Trains and instructs other department employees or supervisors regarding WC claims
- Develops and analyzes management reports relating to IL and WC claims
- Represents the WC section at grievance hearings and arbitration
- Represents City of Tulsa at court hearings
- Makes recommendations for annual departmental budget
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in business or public administration, human resource management, or a closely related field and three (3) years of progressively responsible experience in the field of claims adjustment including experience in investigating WC claims under state law; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of WC laws; investigation techniques, court procedures; and basic rules of evidence. Ability to make decisions independently recognizing precedents and practices; ability to present effectively both verbal and written ideas to groups and individuals; ability to write clear, concise and accurate reports; ability to interpret legal and medical terminology; and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting and carrying up to 5 pounds with occasional lifting and carrying up to 20 pounds; frequent pushing and pulling up to 20 pounds; may be subject to walking, standing, sitting, reaching, bending, and twisting; vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License; and possession of a Workers' Compensation/Adjuster License from the State of Oklahoma within 90 days of hire.

WORKING ENVIRONMENT: Working environment is both indoors in an office setting and outdoors traveling to various locations for field work.

Class Code: 2529

EEO Code: N-02

Pay Code: AT-36

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Group: Clerical and Administrative
Series: General Administrative

Effective Date: October 15, 2001