

FRESNO UNIFIED SCHOOL DISTRICT  
Position Description

<b>TITLE:</b>	Workers' Compensation Technician	<b>REPORTS TO:</b>	Risk Manager Analyst
<b>DEPARTMENT:</b>	Benefits & Risk Management	<b>CLASSIFICATION:</b>	Classified
<b>FLSA:</b>	Non-Exempt	<b>WORK YEAR:</b>	Varies
<b>BOARD APPROVAL:</b>	June 17, 2020	<b>SALARY:</b>	G-37/CSEA 125 Salary Schedule

**Basic Function:**

Under general direction of the Risk Management Analyst or designee, perform complex, varied and technical duties in support of the administration of workers' compensation claims; determine appropriate handling of cases and refer to assigned analyst; respond in a reasonable, timely manner to inquiries from insurance administrators, employees, as well as legal and medical representatives to provide professional services; performs technical accounting duties related to benefits application and costs; prepare and maintain accurate reports, records and files; assist in gathering and compiling data; interpret various workers' compensation benefits and related information.

**REPRESENTATIVE DUTIES: (Persons employed in this position may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge or abilities with this classification, but is intended to accurately reflect the principal job elements.)**

Perform varied and technical duties related to workers' compensation claims and benefits to ensure compliance with established guidelines and Labor Code requirements. **E**

Receive email/fax inquires and telephone calls and provide accurate and timely information using independent judgment and knowledge of workers' compensation claims, Labor Code requirements and District procedures. **E**

Receive and verify accuracy of information from Human Resources and Payroll Departments for timely processing of claimant benefits; document necessary changes in workers' compensation claims system; verify temporary disability rates. **E**

Respond to correspondence, documents and inquiries from medical and legal representatives in a, timely manner to meet the needs of claimants, the District and external parties /agencies. **E**

Review requests for authorization for medical procedures, medications, durable medical equipment, and specialist referrals to determine if in accordance with accepted diagnosis or require utilization review to determine medical necessity. *E*

Maintain financial and statistical records related to workers' compensation benefits accounting, to ensure the financial viability of the District; research and pay bills; adjust claim reserves; calculation and payment of mileage reimbursements; accurately gather and summarize information for preparation of department or District reports. *E*

Research and resolve revolving fund issues related to employee deductions on payroll checks; make adjustments according to established procedures to ensure the financial viability of the District. *E*

Stay current on record keeping techniques. Prepare, maintain, process and submit accurate records and files; prepare and maintain control balances for monthly deductions; assist employees with completing disability forms and COBRA applications as needed for timely processing of information. *E*

Determine eligibility and enroll or drop employees and/or retirees in basic District plans and programs in a reasonable timely manner; communicate with eligible retirees regarding PERS/STRS deductions and inquires as needed. *E*

Communicate with applicable eligibility vendors via telephone, email, and/or vendor-specific eligibility system(s) to ensure employee, spouse and dependent(s) eligibility records are accurate and up to date in both the District eligibility system and applicable vendor eligibility system(s); troubleshoot discrepancies as necessary. *E*

Cover front office functions per assigned break and lunch rotation schedule. Cover front office functions on an as-needed basis during hours of high demand. *E*

Operate various office equipment including but not limited to copiers, typewriters, fax machines, computers and assigned software. *E*

Aide management in testing patches and updates to eligibility information system on an as-needed basis; help test day-to-day scenarios to ensure patches and updates to eligibility information system function per functional specification requirements. *E*

Maintain a current understanding of the Health Insurance Portability and Accountability Act of 1996 (HIPPA) to ensure proper and adequate safeguarding of individuals' protected health information (PHI). *E*

Perform related duties as assigned.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school with emphasis in business and two years of experience within a human resources function, preferably supporting employee programs supplemented by course work in accounting, insurance or related field and one year of increasingly responsible record-keeping experience.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Employee benefits provisions

Accurate report writing techniques.

Current office practices, procedures and equipment.

Interpersonal skills using tact, patience and courtesy.

Policies and objectives of assigned program and activities.

Correct English usage, grammar, spelling, punctuation and vocabulary.

**ABILITY TO:**

Perform complex benefits accounting work.

Provide information and ensure compliance of individual and collective payroll and benefits.

Prepare and process payrolls and benefits deductions and payments.

Operate a computer to enter data, maintain records and generate reports.

Establish and maintain cooperative and effective working relationships with a diverse range of people.

Read, interpret, apply and explain rules, regulations, policies and procedures.

Work independently with little direction.

Work confidentially with discretion.

Communicate, understand and follow both oral and written directions effectively.

Type at 40 words per minute.

Meet schedules and timelines.

Add, subtract, multiply and divide quickly and accurately.

Learn applicable sections of the State Education Code and other applicable laws.

Learn voluntary deductions and various District benefits.

Learn new or updated computer systems/programs to apply to current work.

Communicate using patience and courtesy in a manner that reflects positively on the organization.

Actively participate in meeting District goals and outcomes.

Apply integrity and trust in all situations.

Learn District organization, operations, policies, objectives and goals.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment; considerable distraction from office activities; contact with dissatisfied individuals.

**PHYSICAL ABILITIES:**

With reasonable accommodations, if necessary, hearing and speaking to exchange information in person or on the phone; seeing to read various documents; sitting for extended periods of time; dexterity to operate a computer and other office equipment; reaching overhead, above the shoulders and horizontally, kneeling, crouching or bending at the waist to retrieve or store files and equipment.

Fresno Unified School District is an Equal Opportunity Employer and reasonable accommodations are made under the Americans with Disability Act as required by law.

***E = Essential Functions***