



Class Code: 7810
Pay Grade: 10
Salary Range: 20,364 - 37,692
EEO Code: B
FLSA Code: N

WORKERS COMPENSATION SYSTEMS SPECIALIST 1

DEFINITION OF WORK: Under direct supervision, acquires the competencies to perform specialized analytical and technical work in support of the business systems of the Workers' Compensation Commission. Work involves the analysis of operations, work processes, automated systems, policies and procedures and employee performance in order to improve Commission effectiveness and efficiency. At this level the employee assists higher level Specialists in data collection and evaluation of work processes and policy effectiveness. Performs related work as required.

DISTINGUISHING CHARACTERISTICS: Work at this level is distinguished from the Workers' Compensation Systems Specialist 2 by the absence of complex analysis of operating procedures and automated systems. Work typically involves part of a larger process and is done in conjunction with other technical staff rather than independently.

ESSENTIAL JOB FUNCTIONS: (Any specific position in this class may not include all of the duties listed, nor do the examples listed cover all of the duties which may be assigned.)

- Monitors continuing eligibility for permanent total disability and death awards; monitors and adjusts allowable balances; calculates and posts increases in compensation rates or award increase amounts.
- Monitors continuing eligibility for student benefits under permanent total disability and death benefit statutes.
- Audits claims for which benefits have exceeded established guidelines; identifies physicians, physical therapists and other vendors who order/provide services above the HCAP guidelines; consults with medical and service providers to develop alternative treatment plans to bring claim costs into compliance; provides guidance to claims teams on maintaining claim costs to HCAP limits.
- Consults information technology staff on development of new programs and functional elements to automated systems; tests new programs; trains employees on WCIS and EDMS system navigation and functionality.
- Researches industry resources, attends training courses and observes vendor demonstrations to gain knowledge of other systems.
- May travel to vendor demonstrations to learn the capabilities of proposed systems.
- Completes related reports; may compile special and/or statistical reports, analyzing data and interpreting results.

WORKERS COMPENSATION SYSTEMS SPECIALIST 1 - CONT'D.

REQUIRED COMPETENCIES:

Considerable knowledge of English grammar for use in writing business correspondence, work reports and policies and procedures.

Considerable knowledge of addition, subtraction, multiplication, division, fractions and percentages.

Ability to learn the rules, regulations, policies and procedures of the Workers' Compensation Commission.

Ability to learn the organizational structure, automated systems and work processes of the Workers' Compensation Commission.

Ability to collect data, develop valid conclusions and appropriate responses/solutions.

Ability to communicate well, orally and in writing.

Ability to maintain effective working relationships with claimants, employers, representatives, public officials, and co-workers.

Ability to work effectively in team or project environment with specific time and product/service deliverable requirements.

Ability to prepare flow charts, graphs, tables and status reports.

MINIMUM REQUIREMENTS:

TRAINING: Bachelor's degree from an accredited four-year college or university.

SUBSTITUTION: Experience as described below may substitute for the required training on a year-for-year basis.

EXPERIENCE: Two years of full-time or equivalent part-time paid experience in claims adjudication, information technology, training, quality assurance, policy/procedures development or systems analysis at the Workers' Compensation Commission or third party administrator.

Established: 2/19/2004

Effective: 3/16/2004