



Class Code: 7813
Pay Grade: 16
Salary Range: 30,624 - 56,652
EEO Code: B
FLSA Code: E

WORKERS' COMPENSATION SYSTEMS SPECIALIST SUPERVISOR

DEFINITION OF WORK: Under limited supervision, supervises the work of systems specialists performing specialized analytical and technical work in support of the business needs of the Workers' Compensation Commission. Plans, organizes, assigns and evaluates the work of systems specialists and support staff. Reviews the work of claims specialists, systems specialist, medical analysts and support staff; reviews, audits and analyzes claims compensability rulings; authorizations for treatment/services, authorizations and claims that exceed the treatment guideline payments regarding various types of indemnity and medical benefits, for compliance with the Workers' Compensation statute, rules and regulations, policies and procedures. Oversees the establishment of unit policies and procedures and performance standards. Coordinates the work of the unit with other units in the Commission. Identifies training needs of staff, coordinates training schedule with internal and external training resources. Represents the unit in intra and interagency meetings and on project teams. Assists management in the evaluation and improvement of work procedures and performance; supports management in the development of new procedures and work methods and the transportability of new work methods to other units. Performs related work as required.

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

- Supervises the daily work of the unit to include systems specialists and other professional and support staff.
- Plans, organizes, assigns and reviews the work of the unit; reviews work product of subordinates for quality, accuracy and productivity; monitors workload and adjusts assignments as required.
- Coordinates the work of the unit with intra and interagency units; represents unit in meetings and on project groups.
- Evaluates and makes recommendations to management on revisions to work procedures, policies, regulations, and statutes; assists staff in developing and testing changes to automated claims processing systems and other systems.
- Develops competency of staff through proper training and employee advancement; recommends staff for training; develops and provides 'on the job' training for new employees.
- Conducts employee performance evaluations as prescribed by agency policy; grants/denies leave requests based on staffing needs and workload; recommends salary increases and other employee rewards; administers discipline per agency personnel policy.
- Consults with information technology staff on development of new automated systems programs and new functionalities; tests new programs, training employees in WCIS and EDMS.
- Assists in functional design of automating business processes and performs work flow analysis.

REQUIRED COMPETENCIES:

- Extensive knowledge of Workers' Compensation Commission statutes, regulations, policies and procedures.
- Extensive knowledge of English grammar and composition for use in business correspondence, report writing and policy/procedure manual development.
- Extensive knowledge of the organization, automated systems and work processes of the Commission.

WORKERS' COMPENSATION SYSTEMS SPECIALIST SUPERVISOR - CONT'D

REQUIRED COMPETENCIES - CONT'D.:

Extensive knowledge of addition, subtraction, multiplication, division, fractions and percentages.
Skill in use of a keyboard, personal computer with ability to use software such as Excel and Microsoft Word.

Ability to supervise the work of others.

Ability to effectively use Workers' Compensation Commission automated systems.

Ability to read and properly apply information from medical reference manuals.

Ability to properly apply medical terminology, anatomy and body systems terms, disease and diagnoses codes and treatment protocols in the review of claims decisions.

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

Ability to correctly define problems related to workers' compensation claims and related processes, collect relevant data, establish facts and draw valid conclusions and recommend effective solutions.

Ability to prepare and deliver training programs for employees using accepted adult education methods and current technology.

Ability to write clear and accurate policy and procedure manuals.

Ability to speak effectively before large groups to include employees, vendors and public officials.

Ability to interact effectively with claimants, employers, health care providers, attorneys, third party administrators, public officials, and others in providing exceptional customer service.

MINIMUM QUALIFICATIONS:

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: Five years of full-time or equivalent part-time paid experience in workers' compensation claims adjudication, information technology, management analysis, quality assurance, policy/procedure development, training, adult education or systems analysis at the Workers' Compensation Commission or third party administrator.

Established: 2/19/2004

Effective: 3/16/2004