



## Career Service Authority

Page 1 of 6

# Workers' Compensation Claims Supervisor

### GENERAL STATEMENT OF CLASS DUTIES

Supervises and directs the work of a unit of claims adjusters.

### DISTINGUISHING CHARACTERISTICS

The *Workers' Compensation Claims Supervisor* class is assigned full performance first-line supervision of professional claims adjuster staff, advising adjusters on complicated claims and extending settlement authority to adjusters as warranted. The *Workers' Compensation Claims Supervisor* supervises and participates in the claims processing activities of the Workers' Compensation Division.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

#### ***Level of Supervision Received and Quality Review:***

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

#### ***Interpersonal Communications and Purpose:***

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

***Level of Supervision Exercised:***

Supervises two or more professional employees who do not supervise.

**ESSENTIAL DUTIES**

Assigns reviews and monitors all adjusted Workers' Compensation claims; monitors claims assigned to third party administrators.

Performs research, analysis, investigation and adjusting of special claims and complaints.

Coordinates and administers city-wide Risk Management programs.

Manages the workers' compensation claims reserves for the Risk Management Division.

Acts as a liaison coordinating with internal and external parties' regarding claims and audits.

Writes quarterly reports to the City's excess insurance carrier.

Develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Develops and implants training and development plans and opportunities for subordinate staff.

Motivates and guides others toward goals.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; adjusts work plans/activities as a result of budget changes.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed.  
However, the allocation of positions will be determined by  
the amount of time spent in performing the essential duties  
listed above.  
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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledges & Skills:***

**Internal Controls/Integrity** – Assures that effective internal controls are developed and maintained to ensure the integrity of the organization. Identifies needed resources and develops plans for carrying out work in a timely manner. Monitors and evaluates progress to ensure that policies are implemented to accomplish the organization's mission.

**Oral Communication** – Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others and facilitates an open exchange of ideas.

**Problem-Solving** – Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

**Written Communication** – Expresses facts and ideas in writing in a succinct and organized manner.

**Technical Competence** – Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law, or accounting); maintains credibility with others on technical matters.

**Leadership** – Inspires, motivates and guides others toward goals; coaches, mentors and challenges staff, adapts leadership styles to various situations, models high standards of honesty, integrity, trust, openness and respect for individuals by applying these values daily.

**Flexibility** – Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles; effectively deals with pressure and ambiguity.

**Supervising a Diverse Workforce** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce. Implements diversity policies for subordinate staff; supports opportunities to recruit, develop and retain a diverse workforce; promotes teamwork, acceptance and productivity among diverse persons.

**Human Resources** – Empowers and mentors staff by sharing power and authority; develops lower levels of leadership; shares rewards with staff; ensures staff are appraised, developed, and are otherwise treated fairly.

**Interpersonal Skills** – Considers and responds appropriately to the needs, feelings and capabilities of others; adjusts approaches to suit different people and situations.

**Self Direction** – Demonstrates belief in own abilities and ideas; is self-motivated and results-oriented; recognizes own strengths and weaknesses; seeks feedback from others and opportunities for self-learning and development.

**Team Building** – Manages group processes; encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit; works with others to achieve goals.

**Decisiveness** – Makes sound and well-informed decisions; perceives the impact and implications of decisions. Specifies goals and obstacles to achieving those goals, generates alternatives,

considers risks and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

**Conflict Management** – Manages and resolves conflicts, confrontations, and disagreements in a positive and constructive manner to minimize negative personal impact.

**Client Orientation** – Anticipates and meets the needs of clients; achieves quality end-products; is committed to improving services.

**Planning and Evaluating** – Organizes work, sets priorities, determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization; monitors progress, evaluates outcomes.

**Information Management** – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

**Learning** – Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.

Knowledge of supervisory principles and practices sufficient to be able to perform elements of full, formal supervision.

Knowledge of supervisory principles and practices sufficient to be able to develop an employee performance enhancement plan and determine priorities.

Knowledge of supervisory principles and practices sufficient to be able to determine the most appropriate course of action in responding to grievances and in problem resolution/developing alternatives.

Knowledge of laws pertaining to workers' compensation, family medical leave, governmental immunity, automobile liability and other related areas and skill in applying knowledge to resolve claims against the City in these areas.

Knowledge of interviewing techniques sufficient to be able to obtain and/or verify necessary information.

Skill in maintaining statistically accurate records.

Skill in using computers to enter data and retrieve reports.

Skill in applying existing guidelines or creating new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in reviewing work for accuracy and completeness.

### ***Physical Demands:***

Lifting: raising or lowering an object 10-25 pounds.

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm or shoulder.

Balancing: maintaining the body equilibrium to prevent falling over.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping or otherwise working with hands.  
Fingering: picking, pinching, or otherwise working with fingers.  
Talking: expressing or exchanging ideas by means of spoken words.  
Hearing: perceiving the nature of sounds by the ear.  
Repetitive motions: making frequent movements with a part of the body.  
Eye/hand/foot coordination: performing work through using two or more.  
Near acuity: ability to see clearly at 20 inches or less.  
Accommodation: ability to adjust vision to bring objects into focus.

***Working Environment:***

Subject to many interruptions  
Subject to varying and unpredictable situations  
Pressure due to multiple calls and inquiries.

***Education Requirement:***

Baccalaureate degree in business, public administration, finance, law or a related field including coursework in medical terminology and workers' compensation law.

***Experience Requirement:***

Three years of professional experience adjusting workers' compensation claims which must include one year of experience regarding workers' compensation claims covered by Colorado law and one year supervising in a workers' compensation claims environment.

***Education/Experience Equivalency:***

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

***Licensure and/or Certification:***

Possession of a valid Colorado Class "R" Driver's License required at time of application.  
Completion of a Career Service Authority supervisory training course prior to completion of the probationary period.

**CLASS DETAIL**

***FLSA CODE:*** Exempt  
***ESTABLISHED DATE:*** 09/16/1995  
***REVISED DATE:*** 11/01/2005  
***REVISED BY:*** Earline Hill

***CLASS HISTORY***

This classification was revised 4/15/05 during the Claims Adjuster Class Maintenance Review to remove the reference to the Department of Law; this position is now in Risk Management, to update the format, describe the distinguishing characteristics of the class, and incorporate competencies and to revise the education/experience equivalency statement.