



City of Chicago | Mayor Lori E. Lightfoot



# Position Description

The City of Chicago is an Equal Opportunity Employer

## Director of Workers' Compensation

Department of Finance

# THE CITY OF CHICAGO

With a workforce of over 33,000 people and opportunities in more than 1,400 different job titles and categories, the City of Chicago is the third largest city in the United States. Chicago has one of the world's largest and most diverse and balanced economies (with no single industry employing more than 14% of the workforce). As an employer, the City of Chicago operates through the guiding principles of effective government, competitive delivery of high-quality services, and open government to the public. Through these principles, we strive to efficiently deliver services that address head-on the unique challenges facing our city, and to make Chicago the preferred employer of choice for its residents.

## THE CITY OF CHICAGO LEADERSHIP

On May 20, 2019, Lori E. Lightfoot became the 56th Mayor of the City of Chicago. Her campaign's call for an ethical and responsive government and opportunities for all Chicagoans resonated in every ward of the city. Mayor Lightfoot carries the watchwords of her campaign into office:

Equity \* Diversity & Inclusion \* Transparency \* Accountability \* Transformation

The Mayor's Office is the central authority for providing the City of Chicago with good governance and equal opportunities for all its citizens.

## THE OPPORTUNITY

As the principal revenue, payroll and benefits administrative agency for the City of Chicago, the **Department of Finance** (DoF) provides effective and efficient management of the City's financial resources. It is responsible for the collection and disbursement of City revenues and all funds required to be in the custody of the City Treasurer.

One of the cornerstones on which a city's health rests, and a city's future is built, is its finances. The DoF works to ensure a strong financial foundation for the City of Chicago and its residents. DoF's core mission includes collecting revenues, paying bills, administering payroll and benefits to City employees, and preparing the City's financial statements, among other duties.

The City Comptroller is seeking a highly collaborative team player with a resilient work ethic and a strong finance background to serve as **Director of Workers' Compensation** in the Bureau of Financial Strategies and Operations. The role of the **Director of Workers' Compensation** is to direct and manage the administration of the City's self-insured Workers' Compensation Program.

The **Director of Workers' Compensation**, under the supervision of the Managing Deputy Comptroller, is responsible for leading the operations of the City's self-insured, third-party administered claims management program and developing and implementing cost reduction strategies and initiatives, that align with and support those of the enterprise. The Director is also

responsible for assuring that staffing, culture, philosophies and processes are aligned with City of Chicago standards and DoF key strategies and objectives.

This individual manages, designs, organizes and leads a team of workers' compensation and operations professionals to successfully meet the program's objectives. It is anticipated that the **Director of Workers' Compensation** will begin employment in summer of 2020.

## KEY RESPONSIBILITIES

- Oversees the efficiency and effectiveness of the City's workers' compensation program in keeping with the City's goals and objectives and pursuant to Illinois Workers' Compensation Act and applicable laws
- Manages and participates in the development and implementation of specific priorities, policies, and procedures for the City's workers' compensation program
- Manages the relationship with the contracted third-party administrator (TPA) to support the program
- Assesses and continuously monitors the cost effectiveness of the program and identifies inefficiencies and recommends/implements process improvements
- In consultation with the third-party administrator and legal counsel, participates in the development and execution of strategies to manage specific cases and resolve issues/concerns
- Develops goals, objectives, and work standards and conducts performance evaluations of staff
- Educates and trains employees across the City on workers' compensation policies and procedures
- Coordinates with other departments/entities (e.g., Police, Fire, Law, pension boards) to ensure compliance in the administration of claims
- Directs the preparation of statistical required reports to identify key cost components and underlying trends
- Directs the preparation of annual workers' compensation reports as required by the Municipal Code of Chicago.
- Recommends, implements and monitors citywide cost containment strategies to prevent and minimize losses
- Develops and ensures TPA's compliance with established performance metrics
- Stays abreast of workers' compensation industry best practices, trends, innovations and legislation pertaining to workers' compensation administration and implements changes as needed.
- Represents the department at conferences, meetings, planning groups, hearings and settlements
- Establishes working relationships with sister agencies and other workers' compensation administration organizations to share resources and develop partnerships

**NOTE:** *The list of essential duties is not intended to be inclusive. There may be other duties that are essential which are not listed.*

## POSITION REQUIREMENTS

Minimum Qualifications include:

- Graduation from an accredited college or university with a Bachelor's degree in Business Administration, Public Administration, Risk Management or a directly related field, plus seven (7) years of work experience administering and adjusting workers' compensation claims, in which five (5) years are in a management / supervisory role related to the responsibilities of the position, or an equivalent combination of education, training and experience A minimum of ten years in private or public sector.

Preferred Qualifications include:

- Self-directed, solutions-oriented, multi-tasker; strong communication and organizational skills; ability to work under pressure and tight deadlines.
- Adept at managing peak work periods and changing circumstances; tenacious in meeting deadlines.
- Ability to work collaboratively across departments and be responsive to internal and external inquiries; technical knowledge pertaining to division operations.
- Comprehensive knowledge of:
  - federal, state, and local laws, regulations, and guidelines regarding the administering of workers' compensation claims
  - principles and practices of program planning, development and implementation
  - workers' compensation claims management principles, practices and procedures
  - medical and technical terminology used in injury cases
  - management and supervisory principles, methods, practices, and procedures
  - applicable computer software packages and applications (e.g., MS Word, Excel, PowerPoint, Access)
  - contracts administration
  - report preparation methods, practices, and procedures; data and performance analysis
- Knowledge of applicable City and department ordinances, policies, procedures, rules, regulations, and ordinances

## SELECTION PROCESS

This is an appointed position, exempt from the Shakman decrees.

All employees of the City of Chicago must be actual residents of the City as outlined in 2-152-050 of the City of Chicago Municipal Code. Proof of residency will be required.

To apply, please submit a cover letter and resume to [ramona.hallihan@cityofchicago.org](mailto:ramona.hallihan@cityofchicago.org) no later than **July 5, 2020**.

*If you would like to request a reasonable accommodation due to disability or pregnancy in order to participate in the application process, please contact the City of Chicago, Department of*

*Human Resources, at (312) 744-4976 (voice) or (312) 744-5035 (TTY). Please be prepared to provide information in support of your reasonable accommodation request.*

## **COMPENSATION AND BENEFITS**

The selected candidate will receive a competitive annual salary commensurate to his/her experience and qualifications, as well as a program of benefits that allows employees to choose the benefits that meet their specific needs. The benefits package includes:

- **Vacation Policy**
  - Employees begin earning vacation time during their first month of work
  - Employees earn 13 vacation days a year for first five years; 18 vacation days after 6 years; 23 vacation days after 14 years; 24 vacation days after 24 years and 25 vacation days after 25 years
  - Employees given one personal day a year
- **Sick Time**
  - Employees earn one day of sick time per month beginning the first day of the month following an individual's start date
- **Paid Leave**
  - A mother receives 4 weeks paid maternity leave for a non-surgical delivery and 6 weeks paid leave for a surgical delivery
  - A spouse or domestic partner of the birth mother receives 2 weeks paid parental leave
  - An employee, spouse, or domestic partner receive 2 weeks paid parental leave for the adoption of a child
- **Paid Holidays**
  - The City gives all of its employees 12 paid holidays throughout the year
- **Pension**
  - City of Chicago offers its employees a Pension for retirement

**The City of Chicago is an equal opportunity employer and we value diversity at our organization. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.**

**City of Chicago**

Lori Lightfoot, Mayor

**Department of Human Resources**

Soo Choi, Commissioner