



**Code: 1203**

Family: Legal and Regulatory

Service: Administrative

Group: Statistical, Technical, and Analytical

Series: Examining and Licensing

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## **CLASS TITLE: WORKERS' COMPENSATION CLAIMS COORDINATOR**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, coordinates the administration of workers' compensation claims between the City of Chicago and third party administrator, and performs related duties as required

### **ESSENTIAL DUTIES**

- Provides claim information and process updates to the third party administrator (TPA), department, and other stakeholders
- Monitors claims progress from initiation to closure, including oversight of claim documentation, action plans, reserve approval, and litigation management
- Communicates employee work status between the department, the TPA, and other stakeholders
- Understands and communicates to the TPA, department, and other stakeholders, policies and procedures based on applicable city, injury on duty, Workers Compensation and third party administrator's rules, regulations, and practices
- Ensures that TPA, departments, and DHR are undertaking appropriate action plans based on changes in employee work and/or employment status
- Evaluates TPA claim compensability rationales, action plans, and resource allocation for consistency and adherence to service instructions
- Verifies employee information for TPA including wages, assignments, and supervisor
- Coordinates investigation efforts between TPA and departments
- Communicates claim status to departments, supervisors, and others as necessary to coordinate claims management, payroll classification, employment and leave status, benefits issuance, and return to work
- Prepares and maintains various reports (e.g., programmatic, budget, expenditure, performance, ad hoc) for management review
- Monitors claims management progress and issues, communicating them and potential resolutions to management in a timely manner
- Coordinates departmental claim reviews and tracks follow up action as directed

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

**MINIMUM QUALIFICATIONS****Education, Training, and Experience**

- Six (6) years of work experience in administering and adjusting workers' compensation claims, **OR**
- Graduation from an accredited college with an Associate's degree PLUS four (4) years of work experience in administering and adjusting workers' compensation claims, **OR**
- Graduation from an accredited college or university with a Bachelor's degree, PLUS two (2) years of work experience in administering and adjusting workers' compensation claims, **OR**
- Graduation from an accredited college or university with a Master's degree or higher, PLUS one (1) year of work experience in administering and adjusting workers' compensation claims

**Licensure, Certification, or Other Qualifications**

- None

**WORKING CONDITIONS**

- General office environment

**EQUIPMENT**

- Standard office equipment (e.g., phone, printer, copier, computers, mobile devices)
- Standard productivity suites (e.g., Microsoft Office Suite, Google Workspace, etc.)

**PHYSICAL REQUIREMENTS**

- No specific requirements

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Moderate knowledge of:

- \*workers' compensation claims administration principles, processes, and procedures
- \*claims administration and adjustment principles, processes, and procedures
- \*investigation and inspection methods, techniques, practices, and procedures
- \*evidence collection and analysis methods, practices, and procedures
- \*applicable computer software packages and applications (e.g., MS Word, Excel, PowerPoint, Access)

Knowledge of applicable City and department policies, procedures, rules, and regulations

**Skills**

- **ACTIVE LEARNING** - Understand the implications of new information for both current and future problem-solving and decision-making
- **\*ACTIVE ENGAGEMENT** - Give full attention to what other people are communicating, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- **COMPLEX PROBLEM SOLVING** – Identify complex problems and review related information to develop and evaluate options and implement solutions

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- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- \*NEGOTIATION – Bring others together and trying to reconcile differences

**Abilities**

- EFFECTIVELY COMMUNICATES AND COMPREHENDS INFORMATION – Effectively communicates and understands information shared through various communication methods
  - MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
  - WRITE - Communicate information and ideas in writing so others will understand
  - RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
October, 2019  
Minimum Qualifications updated: June, 2020  
April 2025