



Code: 1203

Family: Legal and Regulatory

Service: Administrative

Group: Statistical, Technical, and Analytical

Series: Examining and Licensing

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

- Graduation from an accredited college or university with a Bachelor's degree, plus two (2) years of work experience in the administering and adjusting workers' compensation claims, or an equivalent combination of education, training, and experience

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

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 LISTENING - Give full attention to what other people are saying, 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
- *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

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing

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- **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.

City of Chicago
Department of Human Resources
October, 2019

Minimum Qualifications updated: June, 2020