

Administrative Assistant Risk Management

DEFINITION

Under the general direction of the Director of Finance and/or the Director of Administrative Services, this position receives, processes and tracks all incoming Workers' Compensation (WC) and Liability claims. In addition, this position provides general clerical and administrative support to the Human Resources Unit. This position reports to the Director of Finance and/or the Director of Administrative Services.

ESSENTIAL FUNCTIONS

These functions may not be present in all positions in multiple position classes. When a position is to be filled, the essential functions will be noted in the announcement of position availability. The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the classification. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Receives the First Report of Injury on all WC claims from the organization's field facilities and acts as liaison between the injured worker and third party administrators.

Reviews reports for accuracy and completeness and conducts additional investigation as needed to determine the nature and severity of the claim.

Obtains claim numbers and submits information to vendor partners.

Verifies work status of injured workers and updates Risk Management Information System (RMIS) and WC white board.

Maintains the Occupation Safety and Health Administration (OSHA) log module in RMIS.

Maintains and updates various records including injury status changes and worker compensation information, bills, and employees lost time.

Verifies the accuracy and applicability of correspondence with the third-party administrators (TPAs).

Completes and maintains all forms, reports, and documents relating to WC and Liability Claims.

Works closely with the Human Resources Department to assist on early claims reporting and designated claims that are under litigation.

Attends, assists, and participates in claims file audits and assists and monitors the Modified Duty Program and other related duties as assigned.

QUALIFICATIONS

Education and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for satisfactory job performance. Must include graduation from high school or equivalent and at least three (3) years of administrative experience. Preference will be given to candidates with Risk department experience to include safety, claims and insurance. Must possess a high degree of integrity, strong work ethic, and ability to maintain confidentiality and work with minimal supervision. Must be extremely detail oriented and efficient. Must be able to pass a background investigation.

RIMS database experience preferred.

Knowledge, Skills, and Abilities

Ability to understand and learn claims terminology and processes. Excellent verbal and writing skills. Demonstrate strong organizational and time-management skills. Skills required include ability to provide safety services for our clients in order to build a safety oriented environment for our employees. Knowledge of principles and practices of customer service; of research techniques, methods, and procedures. Ability to read and comprehend technical material for application to daily work; to use various types of computer software (including Microsoft Office) and hardware, to use small office equipment, including copy machines or multi-line telephone systems. Ability to establish and maintain effective working relationships with management, other employees, agency officials, and the public. Ability to organize and develop instructional material and present information and material; to train other staff on risk reduction or remediation procedures; to make recommendations that impact the budget; to interpret and apply required policies and procedures; ability to maintain confidentiality of data; collect data, establish and present facts; draw valid conclusions and make innovative recommendations and solutions; complete tasks independently; communicate effectively with all levels of staff, management, clients, vendors and public and private representatives; ability to work under pressure and maintain composure while managing multiple projects; ability to interact effectively at all levels and across diverse cultures; ability to generate a team player atmosphere; ability to facilitate progressive change and train staff; ability to service clients and employees with quality and flexibility.

Special Requirements

Possession of or ability to obtain a Class C California driver's license and a satisfactory driving record.

PHYSICAL PROFILE: I; 4,7,12.

GRADE: 555