

MAJOR FUNCTION

This is specialized technical work in conducting investigations of Workers' Compensation claims, adjudicating and processing medical bills, authorizing and coordinating medical treatment for injured employees, The employee must be able to independently review and evaluate information provided by City personnel and citizens to resolve claims. While working under general supervision of the Workers Compensation Specialist, the employee is required to exercise initiative and independent judgment in completing assigned tasks to include determining methods of investigation to be utilized. The employee has considerable contact with employees and medical providers. Therefore, the exercise of tact and courtesy is required. Work is reviewed through medical bills paid, timely provision of appointments for employees,

ESSENTIAL and OTHER IMPORTANT JOB DUTIES**Essential Duties**

Investigates, evaluates, negotiates, establishes, and processes workers compensation claims involving City employees. Reviews and processes medical bills for payment Timely creation of claim files in the claim management system. Mailing of required correspondence to employees within prescribed time period. Makes appointments for employees with medical providers. Coordinates care with medical case managers. Investigates workers compensation claims and determines compensability of medical care and indemnity benefits. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of effective methods and techniques used in investigations and settlement of liability and subrogation claims. Knowledge of the rules of evidence and legal terminology. Knowledge of state statutes, applicable case laws, and claim adjuster's code of ethics. Knowledge of county and state court rules and procedures. Knowledge of legality of claims in the area of law relating to negligence. Some knowledge of the City and its geography. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to communicate clearly and concisely, both orally and in writing. Ability to prepare accurate and complete written reports and maintain records. Ability to use a microcomputer and the programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of an associate degree and three years of adjusting experience that includes investigating and adjusting, Workers' Compensation or an equivalent combination of training and experience.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

Must possess a current Florida Adjuster 5-20 or 6-20 license at time of appointment.

Established: 09-02-86

Revised: 01-16-90

09-21-94

08-27-08

09-23-08

08-24-09*

07-17-24