

**STATE OF OHIO (DAS)**  
CLASSIFICATION  
SPECIFICATION

<b>CLASSIFICATION SERIES:</b> BWC EMPLOYER SERVICE REPRESENTATIVE
<b>MAJOR AGENCIES:</b> BUREAU OF WORKERS' COMPENSATION ONLY

<b>SERIES NO.:</b> 6352
<b>EFFECTIVE DATE</b> 2/11/2001

**SERIES PURPOSE**

THE PURPOSE OF THE BUREAU OF WORKERS' COMPENSATION EMPLOYER SERVICE REPRESENTATIVE OCCUPATION IS TO PROVIDE INFORMATION, ASSISTANCE AND/OR RESPOND TO COMPLAINTS, QUESTIONS & INQUIRIES FROM WALK-IN, TELEPHONE, WRITTEN CORRESPONDENCE OR WEBSITE INQUIRIES FROM EMPLOYERS, THIRD PARTY REPRESENTATIVES, ACCOUNTANTS, INJURED WORKERS, MANAGED CARE ORGANIZATIONS, PROVIDERS, STATE AGENCIES AND GENERAL PUBLIC REGARDING WORKERS COMPENSATION COVERAGE, ESTABLISHED BINDER/APPLICATIONS MAINTENANCE, DEMOGRAPHICS, SUPPLEMENTAL AND LEGAL ENTITIES, MANUAL CLASSIFICATIONS, DEBITS/CREDITS AND PAYROLL REPORTS AND/OR VARIOUS PROGRAMS (E.G., \$1,000 MEDICAL ONLY; DRUG FREE WORKPLACE; PREMIUM DISCOUNT; GROUP AND RETRO) AND RESEARCH AND EXPLAIN EMPLOYER REFUNDS, ATTORNEY GENERAL BALANCES AND PAYMENTS MADE TO POLICIES AND/OR DIVIDEND CREDITS.

AT THE FULL PERFORMANCE LEVEL INCUMBENTS, PROVIDE INFORMATION, ASSISTANCE AND/OR RESPOND TO COMPLAINTS, QUESTIONS & INQUIRIES FROM WALK-IN, TELEPHONE, WRITTEN CORRESPONDENCE OR WEBSITE INQUIRIES FROM EMPLOYERS, THIRD PARTY REPRESENTATIVES, ACCOUNTANTS, INJURED WORKERS, MANAGED CARE ORGANIZATIONS, PROVIDERS, STATE AGENCIES AND GENERAL PUBLIC REGARDING WORKERS COMPENSATION COVERAGE, ESTABLISHED BINDER/APPLICATIONS MAINTENANCE, DEMOGRAPHICS, SUPPLEMENTAL AND LEGAL ENTITIES, MANUAL CLASSIFICATIONS, DEBITS/CREDITS AND PAYROLL REPORTS AND/OR VARIOUS PROGRAMS (E.G., \$1,000 MEDICAL ONLY; DRUG FREE WORKPLACE; PREMIUM DISCOUNT; GROUP AND RETRO) AND RESEARCH AND EXPLAIN EMPLOYER REFUNDS, ATTORNEY GENERAL BALANCES, PAYMENTS MADE TO POLICIES AND/OR DIVIDEND CREDITS.

**CLASS TITLE**  
BWC EMPLOYER SERVICE REPRESENTATIVE

**CLASS NUMBER:**  
63521

**EFFECTIVE DATE**  
2/11/2001

**CLASS CONCEPT:**

THE FULL PERFORMANCE LEVEL CLASS WORKS UNDER GENERAL SUPERVISION & REQUIRES CONSIDERABLE KNOWLEDGE OF BUREAU OF WORKERS' COMPENSATION OPERATIONAL CLAIMS, MEDICAL & EMPLOYER POLICIES & PROCEDURES IN ORDER TO, IN BWC RISK CALL CENTER, PROVIDE INFORMATION, ASSISTANCE &/OR RESPOND TO COMPLAINTS, QUESTIONS & INQUIRIES FROM WALK-IN, TELEPHONE, WRITTEN CORRESPONDENCE OR WEBSITE INQUIRIES FROM EMPLOYERS, THIRD PARTY REPRESENTATIVES, ACCOUNTANTS, INJURED WORKERS, MANAGED CARE ORGANIZATIONS, PROVIDERS, STATE AGENCIES & GENERAL PUBLIC REGARDING WORKERS COMPENSATION COVERAGE, ESTABLISHED BINDER/APPLICATIONS MAINTENANCE, DEMOGRAPHICS, SUPPLEMENTAL & LEGAL ENTITIES, MANUAL CLASSIFICATIONS, DEBITS/CREDITS & PAYROLL REPORTS &/OR VARIOUS PROGRAMS (E.G., \$1,000 MEDICAL ONLY; DRUG FREE WORKPLACE; PREMIUM DISCOUNT; GROUP & RETRO) & RESEARCH & EXPLAIN EMPLOYER REFUNDS, ATTORNEY GENERAL BALANCES, PAYMENTS MADE TO POLICIES &/OR DIVIDEND CREDITS.

<b>CLASS TITLE</b> BWC EMPLOYER SERVICE REPRESENTATIVE	<b>CLASS NUMBER:</b> 63521	<b>BARGAINING UNIT:</b> 009
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**EFFECTIVE DATE**

2/11/2001

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

IN BWC RISK CALL CENTER, PROVIDES INFORMATION, ASSISTANCE TO &/OR ANSWERS COMPLAINTS, QUESTIONS &/OR TELEPHONE INFORMATION, ASSISTANCE &/OR RESPOND TO COMPLAINTS, QUESTIONS & INQUIRIES FROM WALK-IN, TELEPHONE, WRITTEN CORRESPONDENCE OR WEBSITE INQUIRIES FROM EMPLOYERS, THIRD PARTY REPRESENTATIVES, ACCOUNTANTS, INJURED WORKERS, MANAGED CARE ORGANIZATIONS, PROVIDERS, STATE AGENCIES & GENERAL PUBLIC REGARDING WORKERS COMPENSATION COVERAGE, ESTABLISHED BINDER/APPLICATIONS MAINTENANCE, DEMOGRAPHICS, SUPPLEMENTAL & LEGAL ENTITIES, MANUAL CLASSIFICATIONS, DEBITS/CREDITS & PAYROLL REPORTS &/OR VARIOUS PROGRAMS (E.G., \$1,000 MEDICAL ONLY; DRUG FREE WORKPLACE; PREMIUM DISCOUNT; GROUP & RETRO) & RESEARCHES & EXPLAINS EMPLOYER REFUNDS, ATTORNEY GENERAL BALANCES, PAYMENTS MADE TO POLICIES &/OR DIVIDEND CREDITS.

DETERMINES COVERAGE, STATUS/ACCOUNT, MAINTENANCE/ACCOUNT RECEIVABLE BALANCES; DETERMINES SECURITY DEPOSIT & MANUAL CLASSIFICATION; CALCULATES PAYROLL; UPDATES LEGAL ENTITY; DETERMINES EMPLOYER TO EMPLOYEE RELATIONSHIP & INTERSTATE JURISDICTION; INTERPRETS & EXPLAINS BWC POLICIES & PROCEDURES; VERIFIES & UPDATES ALL POLICY DEMOGRAPHICS (E.G., NAME; ADDRESS; MAILING ADDRESS; FEDERAL IDENTIFICATION); REVIEWS ACCOUNTS RECEIVABLE SCREEN TO VERIFY TIMELY PAYMENTS & DETERMINES ACCOUNT STATUS.

PROVIDES APPROPRIATE POLICY NUMBERS FOR MANAGED CARE ORGANIZATIONS & PROVIDERS; RESOLVES ALL INQUIRIES FOR GENERAL PUBLIC REGARDING EMPLOYER ACCOUNTS; RESOLVES ALL INQUIRIES REGARDING EMPLOYER ACCOUNTS FOR AGENCY DEPARTMENTS; INTERPRETS & EXPLAINS REPORTABLE & NON-REPORTABLE REMUNERATION, OFFICER LIMITATIONS FOR REPORTABLE PAYROLL & PUBLIC EMPLOYER VOLUNTEER MINIMUM REPORT AMOUNTS FOR REPORTABLE PAYROLL.

OPERATES PERSONAL COMPUTER &/OR COMPUTER HARDWARE (E.G., KEYBOARD/MONITOR/PRINTER) IN ORDER TO CREATE CURRENT CERTIFICATES OF COVERAGE &/OR UPDATE DOCUMENTATION; MAILS OUT FORMS &/OR INFORMATION TO EMPLOYERS, MANAGED CARE ORGANIZATIONS, PROVIDERS &/OR RELATED PARTIES.

**MAJOR WORKER CHARACTERISTICS:**

KNOWLEDGE OF BWC GUIDELINES; SPEECH &/OR ORAL COMMUNICATIONS; PUBLIC RELATIONS. SKILL IN OPERATION OF PERSONAL COMPUTER, CALCULATOR &/OR KEYBOARD. ABILITY TO DEFINE PROBLEMS, COLLECT DATA, ESTABLISH FACTS & DRAW VALID CONCLUSIONS; USE PROPER RESEARCH METHODS IN GATHERING DATA; PREPARE MEANINGFUL, CONCISE & ACCURATE REPORTS & WRITTEN RESPONSES; MAINTAIN ACCURATE RECORDS; DEAL WITH ANGRY OR HOSTILE PUBLIC.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

12 MOS. TRG. OR 12 MOS. EXP. IN POSITION INVOLVING RECEIVING & RESPONDING TO WRITTEN & VERBAL PUBLIC INQUIRIES &/OR COMPLAINTS OR INVOLVING CONTACT WITH INJURED WORKERS, EMPLOYERS, LEGISLATORS, PROVIDERS OR THEIR REPRESENTATIVES & PUBLIC; SUCCESSFUL COMPLETION OF ONE TYPING COURSE OR DEMONSTRATE ABILITY TO TYPE 35 WPM; 2 COURSES OR 6 MOS. EXP. IN ENGLISH COMPOSITION OR GRAMMAR; 2 COURSES OR 6 MOS. EXP. IN ACCOUNTING, BOOKKEEPING OR GENERAL MATH.

-OR 12 MOS. EXP. AS WORKERS' COMPENSATION CLAIMS ASSISTANT, 16720, WC CUSTOMER SERVICE REPRESENTATIVE, 64451, OR EQUIVALENT POSITION IN PRIVATE INSURANCE INDUSTRY; SUCCESSFUL COMPLETION OF ONE TYPING COURSE OR DEMONSTRATE ABILITY TO TYPE 35 WPM.

-OR 18 MOS. EXP. IN WORKERS' COMPENSATION POLICIES, PROCEDURES & BWC LAWS; SUCCESSFUL COMPLETION OF ONE TYPING COURSE OR DEMONSTRATE ABILITY TO TYPE 35 WPM.

OR EQUIVALENT OF MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT NOTED ABOVE.

NOTE: CLASSIFICATION MAY REQUIRE USE OF PROFICIENCY DEMONSTRATION TO DETERMINE MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT NOTED ABOVE.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

NOT APPLICABLE.

**UNUSUAL WORKING CONDITIONS:**

NOT APPLICABLE.