

STATE OF OHIO (DAS)
CLASSIFICATION
SPECIFICATION

CLASSIFICATION SERIES:
Workers' Compensation Information Supervisor

SERIES NO.:
6447

MAJOR AGENCIES:
Bureau of Workers' Compensation only

EFFECTIVE DATE:
03/07/2004

SERIES PURPOSE:

The purpose of the workers' compensation information officer occupation is to supervise Workers' Compensation Claims Assistants, 16720 & clerical support staff.

At the supervisory level, incumbents supervise Workers' Compensation Claims Assistants, 16720 & clerical support staff.

CLASS TITLE:

Workers' Compensation Information Supervisor

CLASS NUMBER:

64475

EFFECTIVE DATE:

03/07/2004

CLASS CONCEPT:

The supervisory level class works under direction & requires thorough knowledge of Workers' Compensation Claims in order to supervise Workers' Compensation Claims Assistants, 16720 & related clerical support staff.

CLASS TITLE: Workers' Compensation Information Supervisor	CLASS NUMBER: 64475	BARGAINING UNIT: EX
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EFFECTIVE DATE:
03/07/2004

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.)

Supervises Workers' Compensation Claims Assistants, 16720 & related clerical support staff (e.g., word processing specialists, clerks, office assistants) & in addition, performs one or more of following options:

- processes self insured claims, processes & determines percentages of permanent partial disability files & oversees applications processing & tracking, or
- provides advice, information & technical assistance to customer service team members relating to all aspects of claims decision making, work flow, inter/ intra office procedures & claims information, or
- answers questions & provides information at customer service desk/counter to injured workers, employers, medical providers & completes forms, objections, appeals & applications, or
- monitors staff to ensure timely setting of exams, contacts physicians for file reviews & coordinates with regional medical support to obtain additional doctors for in-house file reviews.

Participates in developing office policies & procedures & makes recommendations to service office manager; researches more difficult inquiries from claims staff; orients & trains new staff; acts as liaison with public officials, attorneys, employer representatives, employers, physicians & general public.

Sets up & maintains documentation & records to include ensuring information is timely, accurate & accessible to all interested parties; ensure files move in efficient manner through hearing & appeal process.

Prepares weekly & monthly reports; processes paperwork to include leave requests, time sheets & expense reports; reviews production reports.

MAJOR WORKER CHARACTERISTICS:

Knowledge of supervisory principles & techniques*; employee training & development; workers' compensation laws, policies & procedures*; eligibility criteria & procedures used for processing workers' compensation claims*; English grammar; oral & written business communication; public relations; addition, subtraction, multiplication, division, fractions, decimals & percentages. Skill in use of video display terminal or personal computer*; operating keyboard. Ability to define problems, collect data, establish facts & draw valid conclusions; read & understand medical reference manuals; write meaningful, accurate & concise reports; gather, collate & classify information about data, people or things; respond to sensitive inquiries from & contacts with injured workers, employers, legislators, providers or their representatives & public.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in business administration, communications or related field of study.

-Or 24 mos. trg. or 24 mos. exp. in private insurance organization as claims representative providing work direction to claims staff.

-Or 24 mos. exp. managing lost-time claims &/or medical-only claims serving as primary decision maker to include making initial determination of claim, having overall responsibility & accountability of claim & management of claim to desired outcome.

-Or 24 mos. exp. as supervisor within Ohio Bureau of Workers' Compensation, 12 mos. of which involved telephoned, in-person &/or written contact with providers, claimants, employers, public officials, attorneys &/or general public to provide information & answer inquiries concerning various operations, services &/or policies & procedures of agency.

-Or equivalent of 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.