

STATE OF OHIO (DAS)
CLASSIFICATION
SPECIFICATION

CLASSIFICATION SERIES:
WC External Auditor/Employer Management

SERIES NO.:
6643

MAJOR AGENCIES:
Bureau of Workers Compensation only

EFFECTIVE DATE:
09/29/2019

SERIES PURPOSE:

The purpose of the WC external auditor/employer management occupation is to ensure employers properly classify & comply with payroll reporting procedures & related regulations governing employer's premiums for workers' compensation insurance or act as liaison between Bureau of Workers' Compensation & employers regarding problems or status changes with their accounts or to assist/consult with employers concerning loss prevention and control strategies/initiatives & to promote the various services offered by the Bureau of Workers' Compensation.

At the lower level, incumbents process new employer applications or conduct assigned premium audits by reviewing employer's accounting records & related documentation to ensure compliance with workers' compensation laws or maintains contacts with assigned group of employers & provide information & solutions to employer account problems.

At the higher level, incumbents supervise all employer management services (EMS) staff (e.g., Industrial Safety Consultant Specialists, Industrial Hygienists, Ergonomists, Industrial Re-employment Specialists, Employer Services Specialists, Accountant/Examiner 2's, administrative support staff) within assigned BWC service office or supervise all field audit staff (e.g., WC External Auditors, Accountant/Examiner 2's, Clerical support) of employer compliance unit within assigned region

The classification series is designed exclusively for the Ohio Bureau of Workers' Compensation only.

GLOSSARY

For Employer Management positions: The Risk Division has clarified the definition of "consultative services". The definition is as follows: as the designated technical advisor for said department (organization), independently gathers necessary information, analyzes data, & makes decisions on how to advise & advises our customer with regard to risk management in the following areas. This list is not exhaustive, but may include more:

- insurance premium reduction through loss prevention
- disability management
- research & development of loss prevention programs
- various rating plans/procedures
- other risk management options available

JOB TITLE

Workers' Compensation External Auditor

JOB CODE

66431

PAY GRADE

31

EFFECTIVE

09/29/2019

CLASS CONCEPT:

The full performance level class works under direction & requires considerable knowledge of insurance & risk management; laws, rules, & procedures governing workers' compensation insurance coverage; & accounting in order to conduct premium audits of risk employers or self-insured employers to determine whether or not employers are in compliance with applicable laws (i.e., review of employer's accounting records & related documentation to determine if employer has proper manual insurance classifications & is reporting all required payroll accounting documentation), & prepare audit reports & communicate audit findings to employers.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Employer Services Specialist	66432	31	11/19/2000

CLASS CONCEPT:

The full performance level class works under general supervision & requires considerable knowledge of insurance & risk management in order to make personal contacts with assigned employers & provide information & assistance regarding employee classification policies & procedures, premium rates & bureau's rating programs, importance & necessity of loss control programs, rehabilitation programs & efforts & appropriate completion of claim forms, investigate & resolve complaints/problems & conduct comprehensive annual risk review of employer operation to verify accuracy of employer's account information.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
WC External Auditor/Employer Management Supervisor	66435	15	01/09/2005

CLASS CONCEPT:

Employer Management Supervisor: This supervisory level class works under general supervision & requires extensive knowledge of business administration, insurance & risk management or accounting in order to plan, design & administer programs in the implementation of employer management procedures & techniques related to premium discount programs (PDP), Drug Free Work Place (DFWP), Group Rating Program, Safety Grants & other technical employer & safety & health training programs (e.g., supports & promotes OCOSH programs as participant or trainer); supervise all employer management services (EMS) staff within assigned BWC Service Office;

Or

Regional Premium Audit Coordinator: This supervisory level class works under general supervision & requires extensive knowledge of business administration, insurance & risk management or accounting in order to supervise all field audit staff (e.g., WC External Auditors, Accountant/Examiner 2s, Clerical support) of employer compliance unit within assigned region in order to determine if employers have proper manual insurance classifications & are reporting all payroll documentation.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Workers' Compensation External Auditor	66431	09	09/29/2019	31

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.)

Conducts assigned premium audits of risk employers (i.e., review of employer's accounting records & related documentation to determine if employer has proper manual insurance classifications & is reporting all appropriate payroll documentation); ascertains whether employer is in compliance with state laws & regulations governing payroll reporting procedures for purpose of computing employer's workers' compensation insurance premiums; ensures that employers are assigned to appropriate state industrial insurance premium category (e.g., travels to worksite, meets with corporate representatives to discuss audit process & audit results, makes inquiries to clarify business operations, reviews payroll & all related accounting records, determines if employer is properly classified, recommends adjustments necessary to correct identified deficiencies in payroll reporting, recommends classification changes to correct premium rates, advises employers concerning proper payroll reporting procedures).

Makes adjustments to employer's accounts based on audit findings; conducts audits for purpose of transferring experience rating from predecessor to successor employer; reviews accounting records of self-insured employers that have returned to state fund to determine merit-rated insurance rates; processes handicap reimbursement requests for self-insured employers; &/or processes claims from non-compliant & bankrupt self-insured employers.

Prepares & maintains required records & reports (e.g., written analysis of audit findings, monthly activity reports, various miscellaneous administrative reports such as daily timesheet, mileage, & expense reports).

Provide training & assistance to employees is same classification regarding external auditing.

MAJOR WORKER CHARACTERISTICS:

Knowledge of business administration; insurance & risk management; accounting; auditing procedures; laws, rules, & procedures governing workers' compensation insurance coverage*; customer service. Skill in use of calculator, PC, & applicable software (e.g., spreadsheet, word processing, email). Ability to define problems, collect data, establish facts, & draw valid conclusions; use statistical analysis; prepare meaningful, concise, & accurate reports; handle routine & sensitive contacts with & inquiries from employers, other government employees, & general public.

(*)Developed after employment.

COMPETENCIES

Getting Information
Evaluating Information to Determine Compliance with Standards
Communicating with Supervisors, Peers, or Subordinates

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in mathematics, accounting, &/or insurance & risk management; must be able to provide own transportation.

-Or 24 months experience in accounting, risk management, &/or premium auditing; must be able to provide own transportation.

Note: This classification may require use of proficiency demonstration to determine minimum class qualifications for employment.

-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:

Requires travel; must visit all types of businesses, including factories.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Employer Services Specialist	66432	14	11/19/2000	31

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.)

Makes personal contacts with assigned group of employers to provide information & assistance regarding employee classification policies & procedures, premium rates & bureau's rating programs, importance & necessity of loss control programs, rehabilitation programs & efforts & proper completion of claim forms, follows-up with employers regarding non-renewal, non-compliance, incomplete or insufficient information when discovered by premium audit, underwriting or safety & hygiene divisions, conducts comprehensive annual risk reviews of employer operations (i.e., physical inspection to obtain full description of processes, materials & machinery used & kinds of work performed) to verify accuracy of employers' account status & identifies & notes any obvious safety & health hazards.

Discusses loss control (i.e., efforts to reduce both employer premium costs & workers' compensation claims by improved safety & hygiene, work environment & policies) with employers & actively pursues installation of loss control programs by employers.

Writes detailed reports of annual risk reviews; responds to correspondence from employers regarding accounts; documents personal contacts made with employers & indicates purpose & outcome of contacts.

Provides training & assistance to employees of same classification regarding employer services activities.

MAJOR WORKER CHARACTERISTICS:

Knowledge of insurance & risk management; risk classification; experience rating procedures; claim handling & reserving; rehabilitation services*; workers' compensation laws, policies & procedures. Skill in operation of personal computer*. Ability to define problems, collect data, establish facts & draw valid conclusions; write meaningful, accurate & concise risk reviews; gather, collate & classify information about data, people or things; answer routine & technical inquiries from employers.

(*)Developed after employment.

COMPETENCIES

Getting Information
Evaluating Information to Determine Compliance with Standards
Communicating with Supervisors, Peers, or Subordinates

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in business administration, insurance & risk management or related field of study; must be able to provide own transportation.

-Or 2 yrs. exp. in public or private insurance organization position that involved insurance sales, marketing or provision of consultative services to commercial clients/employers; must be able to provide own transportation.

Note: May require use of proficiency demonstrations to determine minimum class qualifications for employment.

-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:

Requires travel. May be exposed to loud noise, heat, odors, fumes, dangerous equipment or machinery when visiting employers.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
WC External Auditor/Employer Management Supervisor	66435	22	01/09/2005	15

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.)

Plan, design & administer programs in implementation of employer management procedures & techniques related to premium discount programs (PDP), Drug Free Work Place (DFWP), Group Rating Program, Safety Grants & other technical employer & safety & health training programs (e.g., supports & promotes OCOSH programs as participant or trainer) designed to significantly reduce employer costs and workplace accidents; supervise all employer management services (EMS) staff (e.g., Industrial Safety Consultant Specialists, Industrial Hygienists, Ergonomists, Industrial Re-employment Specialists, Employer Services Specialists, Accountant/Examiner 2s, administrative support staff) within assigned BWC service office; ensure staff maintain working knowledge of compliance with applicable agency, state &/or federal laws, rules, regulations, policies & procedures; plan & direct delivery of employer management & health & safety programs/services (e.g., injury prevention & risk management strategies) to employers & employees of the State of Ohio; assigns & distributes work to employer management services staff based upon required skills sets; advises Field Service Office Manager of policy & procedure development/implementation & procedural changes necessary to improve operations & efficiencies based on analysis of current service offerings and industry trends; coordinates Employer Management Services' functions with other departments; assists with strategic and long range planning for Employer Management Services; oversees education of Injury Management staff in relation to loss prevention and control strategies; coordinates identification of loss and severity trends with Injury Management staff; represents Service Office Manager at agency meetings, statewide committees/task forces (e.g., State School Board Association, National Federation of Independent Businesses, Ohio Chamber of Commerce); prepares & delivers presentations to organized labor groups, trade associations & professional safety & health associations; Identify needed funding for annual & biennial budget process to support service delivery.

Plan & administer job assignments & review management reports in order to ensure efficient delivery of services & effective use of resources; accompanies staff during employer visits and assists with complex technical on-site safety inspections of a variety of types of businesses (e.g., industrial, manufacturing, office, construction, service); oversees technical expertise of staff; reviews and approves expenditure requests; prepares requisitions for new staffing levels.

Or

Supervise all field audit staff (e.g., WC External Auditors, Accountant/Examiner 2s, Clerical support) of employer compliance unit within assigned region in order to determine if employers have proper manual insurance classifications & are reporting all payroll documentation; assign & distribute work to field audit staff; reviews final reports prepared by subordinates for accuracy & completeness; evaluates employees; coordinate Employer Management & Auditing functions with other departments (e.g., Employer Policy Services, Business Consulting Department, Special Investigations Unit); advises Employer Compliance Department Director of procedural changes necessary to improve operations & efficiencies; provides assistance to director in policy & procedure development, implementation & risk performance standards.

Prepare reports concerning auditing performance measures; ensures that field auditing activities meet departmental standards & are completed in timely manner; designs & implements new/revised procedures & instructs staff to ensure personnel maintain working knowledge of & compliance with applicable agency, state &/or federal laws, rules, regulations, policies & procedures; advises subordinates of policy changes & legislation affecting auditing activities, provides guidance for difficult, complex or unique employer management issues & resolves problems; responds to inquiries & complaints concerning BWC auditing programs that are not resolved at lower level; approves audits with significant (greater than \$5,000) findings; represents BWC in adjudication hearings concerning dispute of audit findings; identifies needed funding for annual & biennial budget; completes & approves administrative paperwork (e.g., performance evaluations; leave requests); attends meetings, conferences, serves on committees & conducts educational &/or informational seminars to educate Ohio employers & employees.

MAJOR WORKER CHARACTERISTICS:

Knowledge of BWC rules & regulations regarding Risk Administration (e.g., Risk classifications, experience rating, retrospective rating, loss control, premium rates)*; knowledge of federal, state & local safety, health & fire prevention laws, rules regulations & national voluntary standards; principles of safety management; safety training techniques & program development; industrial & construction safety practices; BWC policies & procedures*; physical sciences (e.g., physics, chemistry, ergonomics, industrial hygiene) or engineering; accounting, management*, employee training, Worker's Comp. Federal/State tax, interviewing, counseling, principles of BWC claims operations*; BWC rehabilitation services*; supervisory principles & techniques*; human relations; public relations; sales & marketing principles & techniques. Skill in operation of PC & 10-key calculator; related safety testing equipment (e.g., noise meter, video equipment, velometer). Ability to comprehensively analyze & evaluate the effectiveness of the local Employer Management program or local Risk Field Services program; identify problems in a complex set of variables; establish professional rapport & effective working relationship with employers, special interest groups, other BWC departments, & public; investigate & resolve complaint/problems; handle sensitive face-to-face & telephone inquires from employers, special interest groups, other BWC departments, & the public; effectively manage off-site employees; build & maintain a positive working atmosphere of growth & participation; define problems, collect data, establish facts, & draw valid conclusions; read & record figures accurately; add, subtract, multiply & divide whole numbers; maintain accurate records; understand manuals & verbal instructions; write meaningful, accurate & concise reports; read & understand technical documents.

(*)Developed after employment.

COMPETENCIES

Getting Information

Evaluating Information to Determine Compliance with Standards

Communicating with Supervisors, Peers, or Subordinates

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in educational program commensurate with official position description on file; 4 yrs. exp. in public or private organization holding position involved in activities similar to those described in official position description on file.

- Or 6 yrs. exp. in public or private organization holding position involved in activities similar to those described in official position description on file.

-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:

Requires travel; occasionally exposed to toxic substances; occasionally exposed to dangerous machinery.