NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 30
Fiscal Year: 2014/2015
Posted Date: 01/08/2015
Reposted Date: N/A

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached.)

<table>
<thead>
<tr>
<th>Item #</th>
<th>Job Code</th>
<th>Title</th>
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<tr>
<td>1</td>
<td>8141</td>
<td>Workers Compensation Adjuster</td>
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Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

For additional information regarding this proposed classification action, please contact Megan Siems, Senior Classification and Compensation Analyst, at (415) 557-4898 or by email at Megan.Siems@sfgov.org.


cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Support Services
Micki Callahan, DHR
Sandra Eng, CSC
Linda Cosico, DHR
Maria Newport, SFERS
Risa Sandler, Controller/Budget Division
Devin Macaulay, Controller/ Budget Division
Theresa Kao, Controller/ Budget Division
Drew Murrell, Controller/ Budget Division
Alex Koskinen, Controller/ Budget Division
E-File
Title: Workers Compensation Adjuster  
Job Code: 8141  

INTRODUCTION  
Under direction, is responsible for adjusting claims of employees of the City & County of San Francisco and performing other related duties as required for the Workers’ Compensation Division of the Department of Human Resources. Essential functions include reviewing and determining liability of workers' compensation claims for injured employees; authorizing medical treatment in consultation with medical experts when necessary; determining and authorizing all indemnity payments; establishing and maintaining adequate reserves on claims within authorized level; interpreting and explaining workers' compensation laws; negotiating and settling claims within authority level on behalf of the City and County of San Francisco; providing direction to claims assistants; preparing various reports and correspondence; conducting effective interviews; and contacting and interacting with client departments. The duties of the job require extensive use of personal computers and telephones.  

DISTINGUISHING FEATURES  
The Workers’ Compensation Adjuster is a professional journey level class and is distinguished from the next higher level of 8165 Workers’ Compensation Supervisor I in that the latter acts as a first-line supervisor to a group of adjusters.  

SUPERVISION EXERCISED  
The 8141 Workers’ Compensation Adjuster provides work direction to claims assistants.  

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES  

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.  

1. Reviews and determines the liability of workers’ compensation claims for injured workers within the time limits set by the California Labor Code on Workers' Compensation, by reviewing reports of accidents, analyzing and investigating written and telephone reports of injuries sustained by employees on duty, and authorizing investigations when necessary. Interprets the California Labor Code and applies the workers' compensation laws to determine compensability for each claim and class of benefits, such as temporary disability, permanent disability, death benefits, disability pay, and medical treatment.  

2. Authorizes and monitors medical treatment in consultation with medical experts when needed by requesting medical reports and records, arranging medical evaluations and writing to treating physicians for status reports; monitors physician compliance with California Labor Code; assists in the review of medical bills for fee schedule and contract adherence, as well as appropriateness and payment discrepancies. Interprets and applies medical knowledge and terminology to determine the appropriate course of action.  

3. Establishes and maintains adequate reserves on claims within authorized level to reflect potential value of the claim by examining medical reports and calculating various types of
Title: Workers Compensation Adjuster  
Job Code: 8141

benefits.

4. Interprets workers' compensation laws to employees, departments, state and federal agencies, doctors, relatives and representatives of employees, as well as members of the public. Addresses, questions, and responds to injured workers, departments, physicians, attorneys, and other vendors regarding issues.

5. Negotiates and settles claims within authorized level on behalf of the City and County of San Francisco by means of Stipulated Award or Compromise and Release; supplies litigation support by providing files and settlement authority to the City Attorney; recognizes subrogation potential and refers to the City Attorney's Office in a timely manner.

6. Provides direction to claims assistants in areas such as preparing benefits payments, issuing notices, responding to the injured workers' requests, clarifying pay issues, preparing general correspondence for the medical reports and claims, and other tasks as needed.

7. Prepares reports, memoranda, file notes, and other correspondence to various individuals/parties such as management, client departments, attorneys, and medical providers.

8. Conducts effective interviews to collect and analyze information related to industrial injury or illness.

9. Contacts and interacts with client departments frequently to provide information and address specific requests.

10. Determines and authorizes all indemnity payments including temporary disability, permanent disability, death benefits, vocational rehabilitation maintenance allowance, life pension, and disability pay.

11. Performs related duties and responsibilities as assigned.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: California Workers' Compensation laws and medical terminology.

Ability to: research and investigate; analyze medical and investigative reports and apply knowledge of appropriate laws to make determinations; plan, organize, and prioritize tasks in the appropriate order to meet deadlines; speak and write in a clear, understandable, and concise manner to explain complex terms and ideas; establish and maintain effective working relationships; calculate accurate rates and awards; and access, update, and maintain files using various computer systems and software.
Title: Workers Compensation Adjuster
Job Code: 8141

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

1A. Possession of a baccalaureate degree from an accredited college or university; and one (1) year of verifiable experience adjusting California workers’ compensation claims.

OR

1B. Completion of two (2) years college-level course work; and certificate in California Workers’ Compensation Claims Administration from the Insurance Educational Association or equivalent certificate in Basic California Workers’ Compensation from the Industrial Claims Association; and one (1) year of verifiable experience adjusting California workers’ compensation claims.

OR

1C. A certificate in California Workers’ Compensation Claims Administration from the Insurance Educational Association or equivalent certificate in Basic California Workers’ Compensation from the Industrial Claims Association; and four (4) years of verifiable experience with any combination of experience as a California workers’ compensation claims adjuster and/or a claims assistant.

AND

2. Possession of a Self Insurance Administrator’s Certificate issued by the State of California, Department of Industrial Relations. (Must be obtained within one year of date of hire.)

SUBSTITUTION FOR MINIMUM QUALIFICATIONS #1 AND #2: Additional experience as a California workers' compensation claims adjuster may be substituted for the college education on a year-for-year-basis. One year of verifiable experience equals thirty (30) semester or forty-five (45) quarter units.

SUPPLEMENTAL INFORMATION

None

PROMOTIVE LINES

8165

ORIGINATION DATE: 2/1/2011

AMENDED DATE: 1/6/2015,

REASON FOR AMENDMENT To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): COMMN SFCCD SFMTA SFUSD