



**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY  
THE HUMAN RESOURCES DIRECTOR**

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

**Posting No:** 28  
**Fiscal Year:** 2008/2009  
**Posted Date:** April 17, 2009

***ESTABLISH THE FOLLOWING JOB SPECIFICATION(S):  
(Draft job specifications attached.)***

<b>Item #</b>	<b>DEPT/ DIVISION</b>	<b>Class/Title</b>
1	USD	9154 Claims Manager "SFUSD only" \$77,745.00 A \$94,500.00

**For additional information regarding the preceding proposed actions, please contact, Hadas Desta at 557-4887**

Requests to meet on an item should be addressed to the Human Resources Director, 1 South Van Ness, 4th Floor, San Francisco, CA 94103. All requests must be received in writing no later than close of business seven (7) calendar days from the posting date. FAX'd copies will be accepted as timely with original to follow. Copies of this notice may be obtained from the Information Center, 1 South Van Ness, 4th Floor.

**cc:** All Employee Organizations  
All Departmental Personnel Officers  
Regina Tharayil, MTA  
Anita Sanchez, CSC  
Harvey Rose, Budget Analyst  
Christina Fong, ERD  
Carmela Villasica, ERD  
Linda Cosico, DHR  
RAS Team Leader(s)  
DHR Support Services  
Martin Gran, ERD  
Steve Ponder, ERD  
File

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Claims Manager "SFUSD only"**  
**Job Code: 9154**

**INTRODUCTION:**

Under administrative direction, the Claims Manager functions as the claims manager in of the San Francisco Unified School District's Self-Insured Workers' Compensation and General Liability programs; manages the review, analysis, investigation and settlement of claims; coordinates with other managers on financial, reporting, safety and prevention matters; is responsible for quality assurance and performance monitoring of the third party administrator.

**DISTINGUISHING FEATURES:**

This position class is responsible for directing the activities of staff and Third Party Claim Administrators. The Claims Manager class is distinguished from the next higher level, Director, in that the latter class directs all activities of the District's Risk Management Program.

**MAJOR, IMPORTANT, AND ESSENTIAL DUTIES:**

1. Directs the work of staff and manages third party administrators engaged in handling worker's compensation and general liability cases.
2. Directs strategic planning activities with emphasis on a seamless operation with the third party administrator, safety and prevention programs, cost containment, including Return to Work, rigorous analysis of Claims data, and effective reporting internally.
3. Develops appropriate settlement evaluation guidelines in coordination with the Director of Risk Management; monitors claims handling on cases and participates in settlement evaluations.
4. Develops, implements and directs the Districts Return to Work program.
5. Develops and implements best practice standards and measurement tools to monitor efficiency and effectiveness for worker's compensation and liability claims management; sets standards for claims management and monitors performance of third party administrator against these standards.
6. Assesses and implements technological applications to streamline processes and achieve maximum operating efficiency.
7. Ensures appropriate staffing and training of staff for the claims management function.
8. Evaluates high cost settlements, appeals and any precedent setting litigation; coordinates with upper management and the Legal Office regarding these claims and develops practices and standards for litigation support.
9. Evaluates the impact of pending legislation on District claims operations and expenditures; keeps abreast of statutes and case law to maintain compliance with the Labor Code.
10. Utilizes automated risk and claims management information systems for analytical and reporting purposes.
11. Anticipate problems that might result from legislative changes and provide internal education and guidance on those changes.
12. Keeps abreast of collective bargaining and monitor any changes that may affect the workers compensation program.
13. Performs related duties and responsibilities as required.

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

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title:           Claims Manager "SFUSD only"**  
**Job Code:       9154**

**IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES**

Knowledge of: California workers' compensation law and related codes, rules, provisions and regulations; the rating system for disability injuries used by the Division of Industrial Accidents; the basis for acceptance or rejection of workers' compensation claims against the San Francisco Unified School District as well as reserving and settlement approaches.

Ability to: Develop and implement new programs and to evaluate their effectiveness in terms of meeting the Self Insurance Program objectives; supervise, train and motivate staff; analyze and resolve problems related to the management of the District Self-insurance program, and anticipate problems that might result from legislative and collective bargaining changes; prioritize a variety of problems and meet deadlines; effectively communicate orally with staff, management, policy makers and outside organizations, including making oral presentations; communicate clearly and effectively in writing; utilize claims and risk management information systems proficiently.

**MINIMUM QUALIFICATIONS:**

1. Possession of a baccalaureate degree from an accredited college or university; AND
2. Six years of experience in managing claims; determining compensability, authorizing benefits, reviewing, evaluating, investigating and processing workers' compensation claims and reports, under the State of California Labor Code; two of the years must have included supervising employees performing the above;

*These minimum qualifications are to be used as a guide for establishing the education, training, experience, special skills and/or license which may be required for employment in the class. Although these minimum qualifications are typical of the class, additional minimum qualifications and special conditions may apply to particular positions and will be stated on the job announcement.*

**ORIGINATION DATE:** 4.17.09

**BUSINESS UNIT:** SFUSD

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