

**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:** 03  
**Fiscal Year:** 2020/2021  
**Posted Date:** 08/28/2020  
**Reposted Date:** N/A

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

Item #	Job Code	Title
1	8141	Workers Compensation Adjuster

**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](mailto: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.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: [Rule 109 Position Classification and Related Rules | Civil Service Commission](#).

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 Operations  
Micki Callahan, DHR  
Sandra Eng, CSC  
Sue Hwang, SFERS  
Theresa Kao, Controller/ Budget Division  
E-File

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

**Title: Workers Compensation Adjuster  
Job Code: 8141**

**DEFINITION**

Under direction, a Worker Compensation Adjuster 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.

**EXAMPLES OF 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 benefits.

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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.

**KNOWLEDGE, SKILLS, AND ABILITIES**

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

Ability or Skill 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.

**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.*

Education:

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~~1A. Possession of a baccalaureate degree from an accredited college or university;~~

Experience:

~~and One (1) year of verifiable experience adjusting California workers' compensation claims adjuster and/or a claims assistant.~~

~~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; 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; 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.)~~

License and Certification:

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:

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

~~Completion of college level coursework may substitute for the required degree on a year-for-year basis. Thirty (30) semester or forty-five (45) quarter units.~~

~~A California Workers' Compensation Claims Administration (WCCA) certificate, California Workers Compensation Claims Professional (WCCP) certificate or equivalent from Insurance Educational Association (IEA) or comparable entity may substitute for one (1) year of the required experience or one (1) year of the required education.~~

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**SUPPLEMENTAL INFORMATION**

None

**PROMOTIVE LINES**

8165

**ORIGINATION DATE:** 02/01/11; 01/16/2015

**AMENDED DATE:** 08/xx/2020

**REASON FOR AMENDMENT:** *To update the minimum qualifications to ensure each qualifying path are equal in total experience and/or training.*

**BUSINESS UNIT(S):** COMMN SFMTA