



PERSONNEL COMMISSION

Class Code 5106
Salary Range: 24 (CO)

RISK MANAGEMENT TECHNICIAN (C)

JOB SUMMARY

Under general supervision, perform a variety of technical duties in support of the District's Risk Management programs including worker's compensation, employee health and welfare insurance benefits, safety and environmental health/hazards management and property and liability insurance and claims; provide information to District employees regarding assigned functions; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Perform a variety of technical duties in support of the District's Risk Management programs including worker's compensation, employee health and welfare insurance benefits, safety and environmental health/hazards management and property and liability insurance and claims. **E**
- Respond to inquires from employees, the public and outside agencies regarding risk management policies and procedures; provide detailed information concerning District policies and procedures where knowledge and interpretation of procedures and regulations is required. **E**
- Provide information and assistance to employees completing a variety of forms and applications related to risk management functions; distribute forms; compile information and signatures; assure accuracy of forms and applications. **E**
- Meet with individual and groups of employees to discuss and clarify District health benefits; assist employees with enrollment into health plans; verify dependent eligibility for benefit offerings; advise separated employees and dependents regarding COBRA, CAL-COBRA and HIPAA rights and conditions. **E**
- Assist in conducting District-wide open enrollments; provide clarification regarding benefit claim submission information, contract language and denied/pending claims; assist employees and other plan participants in the resolution of eligibility, enrollment and claim issues. **E**
- Assist in processing worker's compensation claims; verify employee eligibility for coverage; process first aid only claims and coordinate accounts payable efforts to assure prompt payment for labor code benefits. **E**
- Communicate with industrial clinic doctors and claims administrator to monitor employee work status; monitor and report attendance of employees involved in

various claims. *E*

- Assist in processing property and liability claims and CAL-OSHA complaints and citations, including creating claims folders, investigating claims, obtaining documents and working with claims administration companies as needed. *E*
- Research employee personal property claims and prepare appropriate reimbursement recommendations. *E*
- Perform clerical accounting duties related to assigned programs including receiving and posting self-insured program billings, premiums and payroll deductions; receive and prepare invoices for payment. *E*
- Assist with the preparation and delivery of employee training regarding insurance, general loss control and prevention and other risk management functions. *E*
- Prepare a variety of materials such as correspondence, bulletins, handbooks, newsletters, documents and exhibits. *E*
- Prepare and maintain a variety of auditable records, reports, lists and files related to claims, benefit eligibility, settlements, expenditures, occupational health and safety, insurance, worker's compensation and other assigned activities; compile data for federal and State reporting requirements as directed. *E*
- Input data and information into assigned databases; generate mandated and requested reports; assure accuracy of input and output information. *E*
- Assist in responding to court orders, subpoenas and Public Records Act requests; assist with pre-trial discovery and depositions; schedule witnesses for depositions; participate in the review and analysis of legal documents. *E*
- Assist with the implementation and revision of District policies and procedures related to risk management functions; assist with special projects and research issues for collective bargaining purposes; maintain confidentiality regarding issues related to negotiations and other collective bargaining matters. *E*
- Communicate with District employees, administrators, retirees and outside agencies such as insurance carriers to coordinate activities, resolve issues and conflicts and exchange information. *E*
- Operate a variety of office equipment including a computer and assigned software; drive a vehicle to conduct work. *E*
- Attend a variety of meetings, workshops and conferences to maintain current knowledge of laws, codes, rules and regulations related to assigned risk management functions. *E*

Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

Incumbents in the Risk Management Technician (C) classification perform technical duties in support of the District's risk management programs and activities. Incumbents are primarily assigned to the Worker's Compensation or Employee Benefits division but

will participate in the full spectrum of departmental programs and services including property and liability insurance and safety and environmental health/hazards management. Incumbents are required to maintain confidentiality and demonstrate strong interpersonal skills and positive public relations in their contacts with the public and District employees.

EMPLOYMENT STANDARDS

Knowledge of:

Basic methods, practices, terminology and procedures used in benefits administration, workers compensation and claims processing.
Modern office practices, procedures and equipment.
Applicable laws, codes, rules and regulations related to assigned activities.
Basic research methods and report writing techniques.
Mathematical computations.
Record-keeping techniques.
Interpersonal skills using tact, patience and courtesy.
Oral and written communication skills.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Operation of a computer and assigned software.

Ability to:

Perform a variety of technical duties in support of the District's Risk Management programs.
Learn District organization, operations, policies and objectives.
Understand and resolve issues, complaints or concerns.
Compose correspondence and written materials.
Interpret, apply and explain applicable laws, codes, rules and regulations.
Perform mathematical computations.
Determine program eligibility based on applications and supporting documentation.
Work confidentially with discretion.
Meet schedules and time lines.
Complete work with many interruptions.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Operate a computer and assigned software.
Determine appropriate action within clearly defined guidelines.
Maintain records and files and prepare reports.

Education and Training:

Graduation from high school supplemented by college-level course work in workers' compensation, health benefits administration, human resources management or a

related field.

Experience:

Two years of general risk management or human resources experience involving insurance benefits administration or worker's compensation claims.

Any other combination of training and experience that could likely provide the desired skills, knowledge or abilities may be considered.

SPECIAL REQUIREMENTS

Positions in this class require the use of a personal automobile and possession of a valid California Class C driver's license.

WORKING ENVIRONMENT

Office environment.
Constant interruptions.
Driving a vehicle to conduct work.
Potential for contact with dissatisfied or abusive individuals.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Seeing to read a variety of materials.
Sitting for extended periods of time.
Reaching overhead, above the shoulders and horizontally to file materials.
Bending at the waist, kneeling or crouching to file materials.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.