



CLASS TITLE | WORKERS' COMPENSATION CLAIMS MANAGER

PAY GRADE: EX-44 | www.cityoftulsa.org/pay

Class Code: 1233

Effective Date : 9/14/2022

PURPOSE OF THE CLASSIFICATION: Under the direction of the Human Resources Risk Manager is responsible for administering the City's workers' compensation program, including claims management and injury leave benefits and performs other related assigned duties.

ESSENTIAL TASKS:

- Manages the City's workers' compensation program, including claims management and injury leave benefits processing
- Reviews reports and investigates all claims for compensability under state worker's compensation statutes and the City's injury leave policy
- Administers payment of injury leave benefits, disability, and medical payments
- Manages the Workers' Compensation Section including professional, clerical, and temporary personnel involved in workers' compensation claims administration, data input and medical/disability payment distribution
- Evaluates and determines the direction of claim handling pursuant to the workers' compensation law and recommends settlement limits
- Represents workers' compensation section at grievances, arbitrations, and court hearings
- Develops and analyzes management reports relating to injury leave and workers' compensation claims
- Develops, coordinates, and conducts educational/training seminars for managers and employees
- Counsels injured employees regarding workers' compensation benefits
- Negotiates subrogation settlements with 3rd party insurance companies
- Maintains business relationships with medical vendors to promote and provide workforce quality treatment
- Makes recommendations and monitors workers' compensation section budget
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Graduation from an accredited college or university with a bachelor's degree in the field of business administration, public administration, human resource management, or other related fields; **and,**
- (b) Five (5) years of experience relevant to the essential tasks listed in this job description; **and,**
- (c) Two (2) years of supervisory experience

Knowledge, Abilities and Skills:

Knowledge of:

- Considerable knowledge of state workers' compensation law
- Considerable knowledge of investigative techniques, court procedures and basic rules of evidence
- Considerable knowledge of supervisory principles and practices
- Good knowledge of injury leave programs and personnel practices

Ability to:

- Ability to make decisions recognizing precedents and practices
- Ability to present ideas effectively, verbally and in writing to groups and individuals



CLASS TITLE | WORKERS' COMPENSATION CLAIMS MANAGER

PAY GRADE: EX-44 | www.cityoftulsa.org/pay

Class Code: 1233

Effective Date : 9/14/2022

- Ability to interpret legal and medical terminology
- Ability to write clear, concise, and accurate reports
- Ability to utilize the highest level of interpersonal skill in order to understand, select, develop, and motivate internal and external customers

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; frequent lifting and carrying up to 5 pounds, with occasional lifting and carrying up to 20 pounds; frequent pushing and pulling up to 20 pounds; may be subject to walking, standing, sitting, reaching, bending, handling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of an Independent Adjusters/Workers' Compensation License from the State of Oklahoma.

WORKING ENVIRONMENT: Working environment is primarily in an office setting.

EEO Code: E-02

Group: Clerical and Administrative

Series: Personnel Management