

## DeKalb County School District

### Position Specification

Title: **Adjuster, Workers' Compensation Case**

**DIVISION:** Finance

**DEPARTMENT:** Risk Management

**REPORTS TO:** Director, Risk Management

**RETIREMENT:** Teachers Retirement System

**GRADE/SCHEDULE:** 120

**WORKDAYS:** 246

**FLSA STATUS:** Non-Exempt

**APPROVED (HR):** January 1, 2021

#### GENERAL STATEMENT OF JOB

Under general supervision, investigates, administers, evaluates, and reconciles workers' compensation claims for the DeKalb County School District's self-insured workers' compensation programs.

#### SPECIFIC DUTIES AND RESPONSIBILITIES

##### **Essential Functions:**

The following duties are representative of this position. The omission of specific statements of duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

<ul style="list-style-type: none"><li>Documents, investigates, and manages incident-only, medical-only, and lost-time workers' compensation claims</li></ul>
<ul style="list-style-type: none"><li>Maintains electronic claims files to include documenting employee, attorney, and state board of workers' compensation, employer, medical professional, and vendor communications</li></ul>
<ul style="list-style-type: none"><li>Assesses claims for financial exposure and reports financial reserves for claim loss</li><li>projections</li></ul>
<ul style="list-style-type: none"><li>Reports all claims that qualify to the DCSD's Workers Compensation Excess Carrier</li></ul>
<ul style="list-style-type: none"><li>Provides technical assistance to employees, administrators, and agencies relative to claims</li></ul>
<ul style="list-style-type: none"><li>Provides education and explanations surrounding the technical framework of the workers' compensation system to employees and administrators</li></ul>
<ul style="list-style-type: none"><li>Calculates and pays indemnity and mileage benefits to injured workers timely</li></ul>
<ul style="list-style-type: none"><li>Reviews medical bills and approve or deny payment per the rules of Georgia's Workers' Compensation Act</li></ul>
<ul style="list-style-type: none"><li>Reviews medical records and documentation and approves follow-up care and prescriptions if applicable, to include physical therapy, diagnostic tests, drug tests, durable medical equipment, and medications prescribed by the authorized treating physician</li></ul>
<ul style="list-style-type: none"><li>Collaborates with DCSD legal counsel concerning claims in litigation that have ongoing contested issues that are pending adjudication, resolution, or settlement</li></ul>
<ul style="list-style-type: none"><li>Performs other duties as assigned</li></ul>

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### **MINIMUM QUALIFICATIONS**

- High school diploma or GED equivalent required.
- Associate degree or equivalent completed college coursework from a Georgia Professional Standards Commission approved accredited college or university preferred.
- Minimum three (3) years of experience handling both medical and handling both medical and lost time Workers Compensation claims required
- Valid Workers Compensation Adjuster License issued by the Office of Insurance and Safety Commissioner of Georgia required.

### **KNOWLEDGE, SKILLS & ABILITIES**

- Knowledge of the rules, statutes, and procedures that are delineated in the Georgia Workers' Compensation Act
- Knowledge of commonly used medical terminology by the workers' compensation industry
- Knowledge of DCSD policies and procedures, benefits and compensation administration, management labor relations, public personnel administration, and public school administration
- Knowledge of wage and salary administration, statistical concepts and methods, data collection, office management, and record-keeping
- Effective oral, written, and interpersonal communication skills
- Skilled in customer service, interviewing techniques, investigation practices, problem-solving, decision-making, and data analysis
- Skilled in report preparation, gathering/researching information, time management, conflict resolution, analytical thinking, and computer literacy
- Ability to exercise judgment and discretion
- Ability to establish and maintain productive working relationships with staff from other divisions, co-workers, and professional vendors
- Ability to multi-task, prioritize assignments and use relevant computer applications
- Ability to coordinate, plan, and direct the work of others

### **PHYSICAL REQUIREMENTS**

**Sedentary Work:** Exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to lift carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all sedentary criteria are met.

**Reaching:** Extending hand(s) and arm(s) in any direction.

**Fingering:** Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand or arm as in handling.

**Talking:** Expressing or exchanging ideas using the spoken word. One must have the ability to convey detailed or important spoken instructions to others accurately, loudly, or quickly.

**Hearing:** Ability to receive detailed information through oral communication; and to make fine discrimination in sounds, such as when making fine adjustments on machined parts with or without correction.

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**Vision:** The ability to perceive the nature of objects with the eye. Acuity (near and far vision), depth perception (three-dimensional vision), accommodation (adjustment of lens to the eye to bring an object into sharp focus), the field of vision (the area that can be seen up and down or to the right or left while eyes are fixed on a given point) and color vision (ability to distinguish and identify colors) are required factors.

**Repetitive Motions:** Substantial movements (motions) of the wrists, hands, and/or fingers.

### **PERFORMANCE FACTORS**

**Interaction with Others:** Ability to maintain, on a regular and consistent basis, relationships that are not characterized by high levels of hostility, social withdrawal, or failure to communicate. Ability to be flexible in situations relative to daily routines. Ability to demonstrate sensitivity to the differences among diverse populations.

**Concentration:** Ability to maintain workflow and thought processes in the presence of frequent distractions. Ability to ignore irrelevant sights or sounds and intrusive thoughts or stimuli. Ability to manage multiple tasks simultaneously with only a few or no errors.

**Stressful Circumstances:** Ability to produce quality work when short or unexpected deadlines are presented. Ability to adjust work processes without incident when new and unexpected directions are given relative to a project that may be in process. Ability to maintain composure and not compound a situation when interacting with persons who may be angry, demanding, or otherwise less than polite.

**Independent Judgment:** Ability to complete work tasks without being given procedure directions relative to work steps or the final project.

**Decision Making:** Ability to make appropriate business decisions.

**Organizational Skills:** Ability to establish priorities; simultaneously manage multiple tasks; and deliver a quality work product by a designated deadline.

**Attention to Detail:** Ability to recognize errors or layout features that detract from the physical attractiveness or accuracy of a work product.

**Public Contact:** Ability to communicate professionally and effectively, both verbally and in writing, with superiors, colleagues, and other individuals within and external to the school system. Ability to demonstrate professionalism while interacting with others and to maintain constructive working relationships.

**Attendance and Dependability:** Ability to be depended on to report to work at the scheduled time and to seldom be absent from work. Ability to complete work in a timely, accurate manner and to be conscientious about work performance.

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