



**Orange County Department of Education
Human Resources Department
Classified Class Specification**

**Class Code: 3051
Date Adopted: 7/1/2024**

**FLSA Status: Nonexempt
Union Representation: Represented**

Risk Management Technician

GENERAL PURPOSE

Under general supervision, performs a variety of responsible technical and administrative duties in support of Orange County Department of Education's (OCDE) Risk Management program; completes and processes a variety of forms and reports in the administration of workers' compensation claims and other risk management activities; provides routine information and assistance to OCDE personnel, claims administrators, and medical professionals; manages and tracks budget; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Risk Management Technicians are responsible for maintaining a variety of complete, current, and organized risk management files, including those related to workers' compensation claims. The incumbent performs technical administrative tasks in the administration and coordination of OCDE's workers' compensation program, including completing and processing a variety of related forms and documents and providing assistance, service, and technical information to employees, third-party administrators, OCDE administrators, and others in accordance with all applicable laws, regulations, codes, and OCDE policies and procedures. Work requires high attention to detail, organizational skills, and a basic understanding of technical, insurance-related, legal, and medical terminology and processes related to risk management functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work being performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. Receive and record employee injury claim data and ensures required workers' compensation forms are completed and submitted in a timely manner; input data for submittal to the claims administrator; track claims, including medical treatment, restrictions, and lost time; interact with and provide information on claims procedures, requirements, and status of claims to injured employees, site principals, claims adjusters, medical providers, and other OCDE staff; inform Payroll on the application of workers' compensation versus sick leave benefits; and ensure correct temporary disability benefit payments are made for lost time periods.
2. Organize, maintain, and update a variety of specialized and technical workers' compensation databases and records in compliance with federal, state, and local laws and regulations and OCDE policies and procedures; record injury data on Cal-OSHA logs; update the claims database for lost time

injuries, work restrictions, physical therapy, and medical treatments; generate monthly reports; and documents information that may adversely impact or alter the status of claims.

3. Assist the Risk Manager in performing administrative duties associated with the Western Orange County Self-Funded Workers' Compensation Agency, a joint powers agency; record and reconcile JPA fund budgets and financial transactions; reconcile fund check registers, fund balances, and trust reimbursements; generate a variety of reports and invoices to participating agencies; and maintain complete records and files available for audit.
4. Perform a variety of administrative tasks in administering OCDE's DMV employer pull notice program; obtain information on proposed new drivers, complete required forms, and submit to DMV; review driving records, clarify ambiguous information, and prepare memoranda to supervisors on the employee's current and projected driving status, if applicable; maintain an up-to-date database of all OCDE drivers; and request renewed licenses as old licenses expire.
5. Perform a variety of administrative support duties for the Risk Management Unit; prepare contract requests, purchase requisitions, requests for payment, reimbursements to employees for personal property loss, and other documents; create and revise forms, flyers, brochures, booklets, and presentation materials; maintain coordinator's calendar and schedules and coordinate meetings and travel arrangements; and track budget expenditures and prepare budget transfer requests as required.
6. Develop and maintain desk procedures, and maintains a variety of unit records and files.
7. Run the quarterly comprehensive payroll reports for JPA district members; obtain the average pay for all employees; and bill JPA members. Prepare preliminary premium calculation reports for the next fiscal year; gather an actuarial report; and make payroll amounts for JPA district members. Create a confidence level sheet and submit it for approval.
8. Prepare registrations for all safety trainings such as CPR, AVERT, AED, Naloxone, etc. Arrange meeting room reservations and catering services; coordinate with instructors; and communicate with attendees.
9. Under the direction of the Risk Manager order, organize, track, and distribute safety and emergency preparedness materials and equipment.

OTHER DUTIES

1. Maintain a database for tracking all OCDE-owned vehicles; distribute auto accident kits to various sites to ensure current information for vehicle operators; notify the Risk Manager when new vehicles need to be added to OCDE's insurance policy.
2. Compile employee and other records in response to subpoenas.
3. Complete the annual Department of Toxic Substances Control survey to report any manifests of toxic materials for the prior calendar year.

QUALIFICATIONS

Knowledge of:

1. Basic provisions of state law and workers' compensation rules pertaining to the administration of OCDE's workers' compensation program, including Cal-OSHA recordkeeping requirements.

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2. Basic practices and procedures for claim management and benefit administration.
 3. Basic medical terminology related to risk management.
 4. Principles and practices of sound business communication.
 5. Record-keeping methods and techniques.
 6. Customer service practices and procedures and telephone etiquette.
 7. Organization or department operations, services, and policies.
 8. Basic math and basic accounting principles.

Ability and Skill to:

1. Assist in administering the workers' compensation insurance program according to OCDE policies and procedures, contract rules, and state law.
2. Organize, set priorities, and exercise sound judgment within areas of responsibility.
3. Communicate clearly, effectively, and concisely, orally and in writing.
4. Provide accurate technical information and assistance to employees and others regarding workers' compensation procedures and benefits.
5. Understand, interpret, apply, and explain rules, regulations, policies, and procedures applicable to areas of responsibility.
6. Operate a computer, standard business software, and other standard office equipment.
7. Maintain highly confidential and sensitive information, records, and files, and spreadsheets.
8. Deal with sensitive and difficult situations.
9. Establish and maintain effective working relationships with OCDE managers, supervisors, injured and ill employees and their representatives, medical providers, third-party administrators, and others encountered in the course of work.
10. Must demonstrate attendance sufficient to complete the duties of the position as required.

Education, Training, and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is graduation from high school or high school equivalency test and three (3) years of increasingly responsible office administrative experience, preferably involving workers' compensation claims, benefits, insurance administration, or a closely related field; or some combination of education, training, and experience that produces the requisite knowledge.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class.

Physical Demands

Employees must be able to perform the essential functions of the position with or without accommodation. Employees in this classification perform deskwork for extended periods; read written and electronic materials; communicate clearly with those contacted through the course of work (typically

in person, on the phone, and via email); and access and operate all required equipment for job duties. The position may include occasional need to traverse uneven surfaces. May move items weighing up to 25 pounds.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve administrative problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform detailed work; work on multiple, concurrent tasks often with frequent interruptions; work under deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The employee works under typical office conditions, and the noise level is quiet.