



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

**Class Code: 3051
Date Adopted: July 1, 2008
Date Revised: May 4, 2016**

**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 OCDE's 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; 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 of 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

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Receives and records employee injury claim data and ensures required workers' compensation forms are completed and submitted in a timely manner; inputs data for submittal to the claims administrator; tracks claims, including medical treatment, restrictions, and lost time; interacts with and provides information on claims procedures, requirements, and status of claims to injured employees, site principals, claims adjusters, medical providers, and other OCDE staff; informs Payroll on the application of workers' compensation versus sick leave benefits and ensures correct temporary disability benefit payments are made for lost time periods.
2. Organizes, maintains, and updates 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; records injury data on Cal-OSHA logs; updates the claims database for lost time injuries, work restrictions, physical therapy, and medical treatments; generates monthly reports; documents information that may adversely impact or alter the status of claims; completes the annual OSHA survey of occupational injuries and illnesses.

ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)

3. Assists the Risk Management Coordinator in performing administrative duties associated with the Western Orange County Self-Funded Workers' Compensation Agency, a joint powers agency; records and reconciles JPA fund financial transactions; reconciles Fund check registers and Fund balances; generates a variety of reports and invoices to participating agencies; maintains complete records and files available for audit.
4. Performs a variety of administrative tasks in administering OCDE's DMV employer pull notice program; obtains information on proposed new drivers, completes required forms, and submits to DMV; reviews driving records, clarifies ambiguous information, and prepares memoranda to supervisors on the employee's current and projected driving status, if applicable; maintains an up-to-date database of all OCDE drivers; requests renewed licenses as old licenses expire.
5. Performs a variety of administrative support duties for the Risk Management Unit; prepares contract requests, purchase requisitions, requests for payment, reimbursements to employees for personal property loss, and other documents; creates and revises forms, flyers, brochures, booklets, and presentation materials; maintains Coordinator's calendar and schedules and coordinates meetings and travel arrangements; tracks budget expenditures and prepares budget transfer requests as required; develops and maintains desk procedures.
6. Maintains a variety of Unit records and files.

OTHER DUTIES

1. Maintains a database for tracking all OCDE-owned vehicles; distributes auto accident kits to various sites to ensure current information for vehicle operators; notifies the Coordinator when new vehicles need to be added to OCDE's insurance policy.
2. Compiles employee and other records in response to subpoenas.
3. Completes 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 administration of OCDE's workers' compensation program, including Cal-OSHA recordkeeping requirements.
2. Basic practices and procedures of claims management and benefits 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.

Ability 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.

Ability to:

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. Prepare clear, concise, accurate and comprehensive documentation, records, reports, and other written materials.
8. Maintain highly confidential and sensitive information, records, and files.
9. Deal with sensitive and difficult situations.
10. 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.
11. 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 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to sit, walk, and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel, or operate computers and standard office equipment; reach with hands and arms from the waist to at or above shoulder level; bend, stoop, push, pull, grasp, squat, kneel, and twist to open file cabinet drawers, and lift up to 30 pounds from ground, waist, and chest level. Travel over uneven terrain that may include gravel or dirt, carry materials on stairs; some locations may have stairs and will not have elevators.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret data, information, and documents; analyze and solve routine problems; use basic math; learn and apply new information or skills and perform highly detailed work on multiple, concurrent tasks with constant interruptions; and interact with OCDE managers, supervisors, injured and ill employees and their representatives, medical providers, third party administrators, and others 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 the essential functions. The employee works under typical office conditions, and the noise level is quiet.