

BENEFITS TECHNICIAN ASSISTANTDEFINITION

Under general supervision, to perform a wide variety of difficult and complex clerical work requiring a considerable level of specialized technical skill and knowledge in the area of workers' compensation; and to do related work as required.

EXAMPLES OF DUTIES

Receive and prepare reports of work related injuries or illnesses; prepare workers' compensation claims and electronically submit to administrator on a daily basis; maintain confidential workers' compensation records and files, including an effective working diary for each workers' compensation case; serve as contact person for injured employees, physicians, and supervisors to obtain and provide information regarding workers' compensation and employee status; monitor and track calendar of days employees are temporarily disabled or placed on modified work; provide work status information to personnel and payroll; complete employee wage statements; review temporary disability rates and coordinate with payroll to ensure salary continuation; provide information, answer questions, and handle complaints regarding workers' compensation; compile and tabulate statistical data; create/generate reports; maintain log of OSHA reportable injuries and prepare required OSHA reports; assist with setting up ADA and fit for duty evaluations; interpret policies and explain provisions to employees regarding workers' compensation program; research required records for workers' compensation administrator and attorneys as requested; may coordinate and supervise other clerical assistants and provide backup support for health benefits.

QUALIFICATIONSKnowledge of

Workers' compensation reporting procedures; organization, collections, and storage of data and statistical record management; office methods, procedures and practices; computer operations/word processing; spreadsheet and accounting procedures; correct English grammar, spelling and punctuation; methods and techniques of effective customer service.

Ability to

Establish and maintain cooperative working relationships; apply judgment, discretion and initiative; understand and carry out oral and written directions; read and write at a level appropriate to the duties of the position; work independently with little direction; maintain accurate and complex files and records; screen mail, telephone calls and visitors; make arithmetical computations; learn office automation applications and skills supporting word processing and spreadsheets; interpret and respond to inquiries from employees; retrieve data from a variety of records and sources; maintain confidentiality; meet schedules and timelines.

Experience

Two years of progressively responsible general clerical or recordkeeping experience, including some workers' compensation, health benefits experience.

Education

Equivalent to the completion of the twelfth grade, supplemented by training and/or coursework in human resources or related field, business office organization or closely related fields.

Physical Performance Requirements

Frequent sitting, standing or walking much of the time with some bending, stooping, squatting and twisting. Lifting of office supplies and other work related materials occasionally involved. Weight of materials will vary, but generally be of less than twenty pounds.

Licenses

Possession of a valid and appropriate California Driver's License, if required.

Board Approved: June 27, 2006, effective July 1, 2006
Revised: September 17, 2019, effective October 17, 2019