

KEY RESULTS/ESSENTIAL FUNCTIONS: Specifically describe the 3-5 Key Results (or Essential Functions) of the position in order of their importance to achieve the purpose/scope of the position.

Each Key Result/Essential Function description should have statement(s) consisting of

1	2	3
An <u>action verb</u> : What is done? Define or elaborate on common vague words (e.g., "coordinates", "monitors", "assists")	The immediate <u>object</u> of the action	The <u>reason</u> for the action: Why?

In all aspects of performing the following Key Results/Essential Functions the incumbent will

- comply with the Code of Conduct and
- maintain regular and predictable attendance and/or communication availability during working hours.

The statements contained in this duty statement reflect general details as necessary to describe the principal results/functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas.

30%

1) Hire, train, develop, and evaluate the performance of team members in accordance with State Fund and California Department of Human Resources (CalHR) guidelines.

(This is an essential function of the job)

- a. Recruit, interview and hire team members consistent with applicable State and Federal laws and State Fund guidelines.
- b. Analyze and project future staffing needs and make recommendations for Program Planning.
- c. Contribute to the ongoing development of CPC functional training.
- d. Conduct training on CPC functionality and other corporate and program initiatives with subordinate supervisors and staff.
- e. Review subordinate supervisors' work performance for appropriateness and adequacy consistent with State Fund and California Department of Human Resources (CalHR) guidelines.
- f. Evaluate work performance of all team members in accordance with established procedures and timeframes.
- g. Address substandard work performance through ongoing performance management and the progressive disciplinary process in coordination with the State Fund Human Resources Department.
- h. Report all substandard work performance issues to the Scan/Index Manager upon becoming aware.

30%

2) Manage, measure and monitor daily CPC Scan/Index workflow.

(This is an essential function of the job)

- a. Perform daily and ongoing monitoring of incoming work, work-in-progress and output to meet established schedules and timeframes in a manner consistent with Claims Processing processes, procedures and guidelines.
- b. Coordinate workflow issues and work reallocation within the functional unit and with fellow supervisors.
- c. Develop, maintain and modify functional unit workflow processes and procedures to ensure timely and accurate production.
- d. Report all actual or potential workflow delays to the Scan/Index Manager immediately.
- e. Develop and maintain personal knowledge of assigned functional unit's systems and reference materials.

20%

3) Directly supervise, evaluate and provide guidance to subordinate supervisors.

(This is an essential function of the job)

- a. Coach, mentor and provide direction to subordinate supervisors to ensure appropriate and effective supervision of staff.
- b. Provide oversight and direction to subordinate supervisors on their workload allocation, reallocation and workflow monitoring responsibilities.

15%

- 4) Execute adjusting location liaison responsibilities in support of negotiated Service Level Agreements (SLAs).
(This is an essential function of the job)
- a. Provide effective, timely and appropriate communication with and between the Claims Processing Center and the assigned adjusting location to ensure customer satisfaction and achievement of CPC production requirements.
 - b. Support and maintain negotiated Service Level Agreements.
 - c. Make suggestions and recommendations for improvements to future Service Level Agreement revisions.

5%

- 5) Perform miscellaneous duties as required by the Scan/Index Manager and the Scan/Index Program Manager II to ensure smooth and effective operation of the Claims Processing Center.
(This is an essential function of the job)
- a. Perform supervisory back-up responsibilities as directed.
 - b. Promote and maintain a safe work environment.
 - c. Respond to special assignments within established or requested timeframes.

100%

REQUIRED QUALIFICATIONS/COMPETENCIES (KNOWLEDGE, SKILLS/ABILITIES):

KNOWLEDGE AREAS:

Proficient knowledge of Workers' Compensation laws and regulations and the California Labor Code

Proficient knowledge of Regional Office and corporate guidelines relating to the claims adjusting function

Knowledge of State Fund bill review procedures and policies

Knowledge of the various Medical Fee Schedules, medical reimbursement laws as set forth in the labor code, and any applicable geographic peculiarities of medical billing

Excellent leadership and interpersonal skills

Strong organizational and time management skills

SKILLS/ABILITIES:

- Ability to analyze issues, interpret data correctly, and apply laws/regulations and guidelines regarding reimbursement issues to proactively make recommendations
- Ability to influence others in support of correct findings and recommendations
- Ability to research, analyze, and evaluate data and write reports
- Ability to communicate professionally and effectively verbally and in writing (including the ability to negotiate credibly and persuasively) with a variety of claims "stakeholders" including politically sensitive and major accounts and policyholders/brokers
- Ability to work independently and as a team with co-workers and management to address and resolve issues
- Ability to develop and maintain harmonious working relationships with diverse groups of people
- Ability to develop and provide training and make presentations
- Ability to manage multiple projects and tasks

WORK ENVIRONMENT:

Physical Requirements

Prolonged sitting in an office environment

Periodic data entry activities and telephone use

****This position is designated under the State Fund Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may have a material effect on personal financial interests. The selected candidate is required to complete the Statement of Economic Interest—Form 700 within 30 days of appointment and once per year thereafter.****

Travel

Requires occasional business travel including overnight travel

Must be available for meetings and work anywhere in the state, and occasionally on short notice

Emergency call backs

Not Applicable

Work Hours

Position may require non-traditional work hours

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30%

1) Hire, train, develop, and evaluate the performance of team members in accordance with State Fund and California Department of Human Resources (CalHR) guidelines
(This is an essential function of the job)

- a. Work with Scan/Index Manager II to recruit, interview and hire team members consistent with applicable State and Federal laws and State Fund guidelines
- b. Conduct training with staff on CPC functionality and other corporate and program initiatives
- c. Evaluate work performance of all team members in accordance with established procedures and timeframes
- d. Address substandard work performance through ongoing performance management and the progressive disciplinary process in coordination with the State Fund Human Resources Department
- e. Report all substandard work performance issues to the Scan/Index Manager II upon becoming aware

30%

2) Manage, measure and monitor daily CPC Scan/Index workflow
(This is an essential function of the job)

- a. Perform daily and ongoing monitoring of incoming work, work-in-progress and output to meet established schedules and timeframes in a manner consistent with Claims Processing processes, procedures and guidelines
- b. Coordinate workflow issues and work reallocation within the functional unit and with fellow supervisors
- c. Develop, maintain and modify functional unit workflow processes and procedures to ensure timely and accurate production
- d. Report all actual or potential workflow delays to the Scan/Index Manager II immediately
- e. Develop and maintain working knowledge of assigned functional unit's systems and reference materials

20%

3) Directly supervise, evaluate and provide guidance to subordinate supervisors
(This is an essential function of the job)

- a. Coach, mentor and provide direction to ensure appropriate and effective supervision of staff

15%

4) Execute adjusting location liaison responsibilities in support of negotiated Service Level Agreements (SLAs)
(This is an essential function of the job)

- a. Provide effective, timely and appropriate communication with and between the Claims Processing Center and the assigned adjusting location to ensure customer satisfaction and achievement of CPC production requirements

- b. Support and maintain negotiated Service Level Agreements
- c. Make suggestions and recommendations for improvements to future Service Level Agreement revisions

5%

5) Perform miscellaneous duties as required by the Scan/Index Manager II and the Claims Processing Center Vice President to ensure smooth and effective operation of the Claims Processing Center
(This is an essential function of the job)

- a. Perform supervisory back-up responsibilities as directed
- b. Promote and maintain a safe work environment
- c. Respond to special assignments within established or requested timeframes

100%

REQUIRED QUALIFICATIONS/COMPETENCIES (KNOWLEDGE, SKILLS/ABILITIES):

KNOWLEDGE AREAS:

Working knowledge of Workers' Compensation laws and regulations and the California Labor Code

Working knowledge of Regional Office and corporate guidelines relating to the claims adjusting function

Knowledge of State Fund bill review procedures and policies

Knowledge of the various Medical Fee Schedules, medical reimbursement laws as set forth in the labor code, and any applicable geographic peculiarities of medical billing

SKILLS/ABILITIES:

- Ability to analyze issues, interpret data correctly, and apply laws/regulations and guidelines regarding reimbursement issues to proactively make recommendations
- Ability to influence others in support of correct findings and recommendations
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