

**DUTY STATEMENT**

Duty Statement  
Supervisory / Managerial Classifications

State Compensation Insurance Fund

Employee's Name (First, Last)	
Program <a href="#">Regional Claims or State Contract Services</a>	Work Unit <a href="#">Claims</a>
Position's Authorized Classification (and Range) <a href="#">Manager II, SCIF</a>	Report To <a href="#">Program Manager II, SCIF</a>
Position Title <a href="#">Claims Manager</a>	Position Serial Number <a href="#">###.###</a>
Incumbent Appointment Classification (and Range) <a href="#">Manager II, SCIF</a>	CBID <a href="#">M01</a>
	FLSA Status <input type="checkbox"/> Covered, Work Week Group 2 <input checked="" type="checkbox"/> Not Covered, Exempt WWG <input checked="" type="checkbox"/> E or <input type="checkbox"/> SE

**PURPOSE/SCOPE:**

**Briefly describe or summarize the position's major functions. Why the position exists?** Typically includes the following:

- Intent/Purpose of the position
- Degree of direction/supervision (Under what direction)
- Nature and level of the work

Example: Under direction (*degree of supervision*), perform the full range (*scope*) of varied, sensitive\*\*, and complex\*\* (*level of work*) analytical and consultative work necessary to effectively administer the program's \_\_\_\_\_ function (*reason for the position*).

\*\* "Sensitive" and "Complex" should be defined

[Under the general direction of the Program Manager II, SCIF \(Claims Vice President\), the Manager II, SCIF \(Claims Manager\) will:](#)

- [Manage a claims unit/location to achieve Budget Plan objectives](#)
- [Assess/monitor and optimize performance and workflow processes of a claims unit/location](#)
- [Recruit, select/hire, train, develop, appraise, discipline and maintain a staff of qualified claims clerical, technical, professional and supervisory personnel](#)
- [Ensure workload balance across subordinate units and promote coordination and team building across/among subordinate units in a claims unit/location](#)
- [Contribute to task force projects on corporate and industry-wide issues](#)
- [Demonstrate leadership skills and promote leadership development to subordinate supervisors](#)

**Supervisor's Statement:** I have discussed the duties of the position with the employee

Supervisor's Name (Print)	Supervisor's Signature	Date
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**Employee's Statement:** I have discussed with my supervisor the duties of the position and have received a copy

Employee's Name (Print)	Employee's Signature	Date
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Duty Statement Origination or Revision Date [April 11, 2025](#)

**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) **Manage a claims unit/location to achieve Budget Plan objectives**  
(This is an essential function of the job)

- a. Develop and implement strategies to achieve Budget Plan objectives through subordinate staff comprised of claims adjusting teams and claims specialist units. May also manage claims support units.
- b. Monitor and analyze management reports (data) relevant to claims unit/location operations. Take appropriate corrective action to meet unit goals.
- c. Establish unit performance objectives relative to regional and corporate goals
- d. Effectively implement corporate and legislative changes consistent with Budget Plan objectives.
- e. Serve as Acting Claims Operations Manager (or Claims Vice President) in the absence of the Claims Operations Manager (or Claims Vice President)

**Provide professional public relations/customer service**  
(This is an essential function of the job)

- a. Provide clear, concise and timely communication to internal and external customers regarding (changes in) service, policy or programs
  - i. Participate in meetings with policyholders/brokers as needed
  - ii. Communicate with and respond to inquiries from policyholders/brokers and workers' compensation community
- b. Respond to complaints, audits and inquiries as needed
- c. Promote commitment to an effective customer service program and participate as a resource when needed.

30%

2) Assess/monitor and optimize performance and workflow processes of a claims

unit/location

(This is an essential function of the job)

- a. Ensure technical accuracy of claims unit product in compliance with DWC laws/regulations, Regional Office and Corporate policies and procedures
  - i. Serve as technical strategist on complex casework
  - ii. Identify high cost claims issues that could impact the State Fund's fiscal integrity
- b. Promote early identification, intervention and recommended action on operational problems
- c. Respond to Internal Audit/Corporate requests for operations data/reports in a timely manner
- d. Review and approve payments, estimates, and settlement authority requests according to authorized limits
- e. Regularly review/monitor assignments to identify and address issues, needs and results
- f. Disseminate information to staff as needed to maintain and encourage communication
- g. Coach subordinate supervisors in developing effective strategies to retain experienced staff, proactively resolve issues and control claims costs
- h. Collaborate with other Claims Managers and/or the Claims Operations Manager to implement regulatory changes, new technologies, systems, programs, new procedures and workflows as appropriate
  - i. Develop procedures and workflow processes to streamline operations
  - ii. Ensure that employees receive training on new technologies, systems, programs, procedures and workflows

25%

3) Recruit, select/hire, train, develop, appraise, discipline and maintain a staff of qualified claims

clerical, technical, professional and supervisory personnel

(This is an essential function of the job)

- a. Foster and maintain a work environment free of discrimination and harassment according to State Fund's Corporate policies and procedures
- b. Manage recruitment and hiring of subordinate staff
  - i. Collaborate with subordinate supervisors in filling vacancies
  - ii. Promote recruitment and selection practices that are fair, impartial, and consistent with equal opportunity, State civil service and State Fund policies and procedures
- c. Regularly review job descriptions of subordinate staff and update as needed. Ensure that revised job descriptions are discussed with staff
- d. Ensure that staff develops and maintains the level of expertise required to achieve Budget Plan objectives

- i. Identify and meet staff training and development needs within budget parameters
- ii. Promote and monitor cross-training potential and career development plans
  
- e. Appraise and discipline subordinate staff
  - i. Provide timely probationary and annual appraisals
  - ii. Provide positive leadership, continuous coaching and mentoring
  - iii. Provide guidance to assist subordinate supervisors with feedback, training and discipline as appropriate to improve staff performance and correct performance deficiencies. Keep Claims Operations Manager apprised
  
- f. Respond to grievances and complaints as needed
  
- g. Ensure personnel safety
  - i. Maintain safe working conditions and procedures according to corporate safety policies and procedures
  - ii. Take immediate, appropriate action when notified of any unsafe condition, potential threat to employee safety and health, ergonomic need, or request for reasonable accommodation
  - iii. Report work injuries or accidents immediately. Ensure that all reporting forms are completed in compliance with SCIF policies and procedures
  - iv. Ensure that assigned and unit equipment are operated in a safe manner and maintained in good working order
  
- h. Ensure that appropriate tools and work environment are provided to ensure efficient and safe operations
  
- i. Request overtime for the claims unit and monitor usage

10%

- 4) Ensure workload balance across subordinate units and promote coordination and team building across/among subordinate units in a claims unit/location  
(This is an essential function of the job)
  - a. Monitor workload, provide input and make recommendations for staff projections
  - b. Collaborate with subordinate supervisors, other Claims Manager(s) and/or the Claims Operations Manager to address issues and to promote consistent operations

5%

- 5) Contribute to task force projects on corporate and industry-wide issues  
(This is an essential function of the job)
  - a. Manage, coordinate and complete special projects as requested
  - b. Participate in Corporate claims projects and committees

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 claims policies and procedures and any legislative/judicial changes
- Proficient knowledge of current management principles and practices, Human Resources management and supervision
- Working knowledge of a supervisor's responsibility for promoting Equal Employment Opportunity in hiring and employee development and promotion
- Working knowledge of project management, organizational and team-building skills
- Working knowledge of State Fund standard software applications

### SKILLS/ABILITIES:

- Skill/Ability to research and analyze data, interpret laws/regulations, policies, and procedures to proactively make and implement recommendations and decisions
- Skill/Ability to lead, supervise, direct, train, develop, monitor, motivate, appraise, and discipline staff
- Skill/Ability to design, plan, and implement policies, procedures, and workflow processes
- Skill/Ability to achieve results according to Budget Plan objectives
- Skill/Ability to effectively develop and maintain harmonious working relationships with diverse groups of people
- Skill/Ability to develop and provide training
- Skill/Ability to coordinate, facilitate, and make presentations
- Skill/Ability to handle stressful situations while being firm but tactful

Ability to communicate professionally and effectively verbally and in writing (including the ability to negotiate credibly and persuasively and to resolve sensitive issues) with a variety of claims "stakeholders" including politically sensitive major accounts and policyholders/brokers.

Ability to write professional and accurate communications suitable for distribution to internal and external customers

## WORK ENVIRONMENT:

### Physical Requirements

Computer data entry, frequent light lifting, bending, reaching, carrying, and telephone work; mobility to various working areas  
Incumbent works in the usual office environment.

**\*\*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

Travel to various work sites and locations for training and/or meetings.

Travel may occasionally be for extended periods.

Travel may include, but not be limited to, plane, bus, van, taxi, or car.

### Emergency call backs

Not Applicable

### Work Hours

Work hours may vary.