State of California
Department of
Industrial Relations

DUTY STATEMENT

☒ **CURRENT**

☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION	WORKING TITLE
Student Assistant	Student Assistant

PROGRAM NAME	UNIT NAME
Division of Workers' Compensation	UEBTF

ASSIGNED SPECIFIC LOCATION	POSITION NUMBER
Los Angeles	400 – 792-4870-903

BARGAINING UNIT	WORK WEEK GROUP	BILINGUAL POSITION	CONFLICT OF INTEREST FILER	BACKGROUND CHECK
E	2	No	No	No

General Statement

Under the direct supervision of the Office Services Supervisor II (OSSII), the Student Assistant will learn a variety of clerical duties, general office procedures, time-management skills, prioritizing work, and will work with management and co-workers to support the office needs using the Electronic Adjudication Management System (EAMS).

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties **Essential Job Functions**
45%	Open incoming mail and check incoming fax and distribute them to the claims adjusters. Distribute priority mails to the claims adjusters daily and in a timely manner. Verify the claim number of documents in EAMS, if it is not indicated. Assist in reviewing the incoming correspondence, bills, and legal documents. Will be trained in distinguishing between the types of documents received and the appropriate responses to each. Assist the public via their calls to the general number. Will be trained in the Electronic Adjudication Management System. This will enable the Student to research a particular issue and either provide an answer, or to determine that the matter needs to be addressed by a WCC or other staff member. Answer phones, monitor group email account and provide good customer service to callers with information regarding workers' compensation benefits and other inquiries. Check and clear voicemail on the main line and return calls promptly within the same business day. Do phone coverage during the absence of a co-worker.
35%	Review and process medical provider/vendor bills and payment orders to ensure timely and appropriate payment as approved by the Workers Compensation Consultants (WCC) and Supervising Workers Compensation Consultants (SWCC). Ensure that all payments are correctly entered into the Electronic Adjudication Management System (EAMS). Correct check print errors such as, duplicate payments, incorrect name/address, over the limit payments, incorrect SS#, etc.

15%	Check and clear voicemail on the main line and return calls promptly within the same business day. Do phone coverage during the absence of a co-worker. Process STD 204 requests. Prepare claims opening letters and update claims information in EAMS. Scan and do completion of bills and other documents into EAMS Filenet. Check EAMS to ensure that scanned documents are accurate and legible before shredding. Keep records and compile statistics for the submission of monthly and special reports to the supervisor.
Percentage of Time Spent	**Marginal Job Functions**
5%	Perform other job related duties as assigned to fulfill operational needs of UEBTF and DWC offices.

Conduct, Attendance, and Performance Expectations

The State of California adheres to a number of laws and policies that are designed to promote a safe, comfortable, and professional work environment for all employees. The incumbent shall possess the general qualifications of the position and be able to perform their duties with integrity, honesty,dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others. This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

Supervision Received

The Student Assistant reports directly to and receives the majority of assignments from the OSSII. However, assignments may come from the Workers' Compensation Manager as well.

Supervision Exercised

None.

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The Student Assistant works in an air conditioned office building with natural and artificial lighting as well temperature control. In addition, the Student Assistant works in a cubicle in close proximity to others. The position is required to work extensively on computers, scanners, shredders and/or copiers as necessary for processing work, drafting email communication, and other purposes.

Special Requirements/Other Information

The Student Assistant must demonstrate the ability to establish and maintain cooperative working relationships with staff at all levels within and outside of DIR and DWC. The incumbent must have the ability to communicate effectively orally and in writing, adapt to changes in priority of assignments, read, understand and follow oral and written instructions, have good computer skills with proficiency in Microsoft Office software.

Physical Abilities

The position requires the ability for prolonged sitting and to work at a computer for extended periods of time and to move and transport office items in a safe manner.

Additional Requirements/Expectations

The State of California adheres to a number of laws and policies that are designed to promote a safe, comfortable, and professional work environment for all employees. As a state employee you are responsible for arriving at and leaving work at the times agreed upon by your supervisor, including returning on time after lunch and break periods. You are expected to behave courteously and responsibly at all times. Remember that the image of an organization rests upon the behavior of the employees who represent it.

Personal Contacts

The incumbent will need to interact with groups of individuals from various socio-economic and cultural backgrounds in an impartial, tactful, patient, and professional manner. These groups include, but are not limited to, the following: injured workers, employer and their representatives, the general public, applicant attorneys, medical providers and vendors, collection agencies, and staff members from other units within the Department of Industrial Relations

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

Employee Name	Employee Signature	Employee Sign Date

Supervisor Acknowledgment

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name	Supervisor Signature	Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

C&S Analyst Initials

Approval Date