State Compensation Insurance Fund
Duty Statement

Position Information

Employee Name:

Position Title:
Senior Customer Service Specialist

Program:
Claims Processing Center

Work Unit:
Claims Customer Service Center

Classification:
Senior Workers' Compensation Claims Adjuster

Report To:
Manager I, SCIF

Collective Bargaining Identifier (CBID):
R01

Fair Labor Standards Act (FLSA) Status:
Covered, Work Week Group 2

Special Requirements

Conflict of Interest Designation: Not applicable.

Program Information:

The Claims Processing Center provides support to our Claims and Legal partners by scanning and indexing documents and processing medical payments timely and accurately. The Medical Reimbursement Analysis Unit supports our workforce and partners with our SmartAdvisor software vendor to ensure medical reimbursement policies efficiently support bill review functionality and the work performed by our business partners.

Purpose/Scope:

Under the general direction of the Manager I, SCIF, the Sr Customer Service Specialist (Senior Workers' Compensation Claims Adjuster) serves as an expert technical resource and provides guidance to the staff as senior lead to include the handling of escalated calls and responding to written customer inquiries. The incumbent performs advanced and complex customer service, claims support, training, and operational support activities requiring independent judgement and extensive knowledge of Workers' Compensation laws, regulations, policies, and procedures. The incumbent will acts as an expert resource to the Quality Assurance team, Training team, and Workforce Management team for all Claims Customer Service Center (CCSC), Medical Provider (Medpro), Medical Access Assistant (MAA) teams questions and concerns.

Essential and Marginal Functions:

In all aspects of performing the following functions the incumbent will:

- Comply with the Code of Conduct

- Maintain regular and predictable attendance and communication availability during working hours
- Establish and maintain effective working relationships and provide quality customer service in a timely manner.
- Follow State Fund's Equal Employment Opportunity principles
- Maintain a safe work environment
- Defend State Fund against fraudulent activities
- Maintain good customer relationships with internal and external business partners and stakeholders
- Properly maintain assigned equipment

This duty statement outlines the primary responsibilities and expected outcomes of the position. It is not intended to provide an exhaustive list of all job duties. Employees may be required to perform additional tasks as assigned, including work in other functional areas.

Description of Duties

35% Essential

1. **Serve as a senior lead person and expert technical resource for Customer Service Representatives (CSRs), Customer Service Adjuster Leads, Quality Assurance, Workforce Management, and the Training team.**
    a. Independently review and respond to exceptionally difficult and sensitive claims and medical provider customer servicing inquires received through all methods to the Customer Service Center.
    b. Identify training opportunities and provide coaching to CSRs and Customer Service Adjuster Leads.
    c. Review and observe claims and calls conducted by the Quality Assurance Team for trends and training opportunities and make recommendations for improvement.
    d. Lead and participate in workgroup projects, committees, and pilot trainings. Timely reporting recommendations to the leadership team.
    e. Work effectively with other departments and subject matter experts in training collaborations.
    f. Send out memos and communications. Write/create memos and communications to send to departments.
    g. Ensure that any changes and trainings being provided to CCSC staff meets California Workers' Compensation statutes and regulations, Department of Industrial Relations mandates, and internal and external auditing requirements

25% Essential

2. **Prepare statistical data and reports.**
    a. Analyze and evaluate statistical data for trends and potential changes to policies and procedures.
    b. Produce necessary reports for supervisory and management team on demand.
    c. Support work on various projects to assist CPC in gaining efficiencies as needed to achieve business outcomes.
    d. Prepare project reports and analyze job aids and all reference materials.
    e. Develop, analyze, and maintain statistical data for various management reports and make recommendations.

15% Essential

3. **Coordinate, present, and facilitate training programs and evaluate effectiveness once training has been delivered.**
    a. Review and make recommendations to management for changes to training material.
    b. Conduct training classes both in person and virtually with training materials produced by the training team.

15% Essential

4. **Conduct claims and call audits, participate on committee and project teams.**
    a. Conduct audits, meet with staff, provide feedback on findings, document outcomes, and upload to Share Point.

b. Timely meet with managers on findings.
c. Participate on committee and project teams involving CCSC, Medpro, and MAA.

10% Essential

5. **Provide coverage as needed due to fluctuating work schedules or staff shortage**
   a. Serve as a backup for intra-day queue monitoring for CCSC, MedPro, and MAA to support SLAs.
   b. When necessary due to staff shortages, work in all queues (including taking calls) and back-office work in support of CCSC SLA targets.
   c. Other duties as assigned.

100%

Required Knowledge Areas:

- General knowledge of DWC laws/regulations and Regional Office/Corporate policies and procedures relating to claims adjusting and claims adjusting support.
- Working knowledge of workers' compensation insurance rules and regulations.
- Working knowledge of State Fund standard software applications.
- Working Knowledge of adult learning principles and of instructional design theory and implementation.
- Proficient knowledge of various State Fund functions as they impact the Customer Service Center

Required Skills and Abilities:

- Ability to research, analyze, and evaluate information to make and support decisions.
- Ability to develop, provide, and monitor training.
- Ability to coordinate, facilitate, and make presentations.
- Ability to manage multiple projects and tasks.
- Skill to communicate professionally and effectively, verbally and in writing, (including the ability to negotiate credibly and persuasively) with a variety of "stakeholders".
- Ability to work independently and as a team with co-workers and management to address and resolve issues.
- Ability to evaluate objectives and course content and match with instructional methodologies (interactive quizzes, practice sessions, group discussion, role playing, etc.)

Work Environment:

Physical Requirements:

- Computer data entry, frequent positioning of self to move and transport light objects, and telephone work; mobility to various working areas.
- Incumbent works in the usual office environment.

Travel:

- Travel may occasionally be from overnight to five days in duration.
- Travel to various work sites and locations for training and/or meetings.

Emergency call backs:

- Not applicable.

Work Hours:

- Work hours may vary.

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

Supervisor Name (Print):	Supervisor Signature:	Date:

Employee's Statement: I have discussed with my supervisor the duties of the position and have received a copy

Employee Name (Print):	Employee Signature:	Date: