State Compensation Insurance Fund
Duty Statement

Position Information

Employee Name:

Position Title:
Claims Manager

Program:
Regional Claims or State Contract Services

Work Unit:
Claims

Classification:
Manager II, SCIF

Report To:
Program Manager II, SCIF

Collective Bargaining Identifier (CBID):
M01

Fair Labor Standards Act (FLSA) Status:
Not Covered, Exempt. Work Week Group E

Special Requirements

Conflict of Interest Designation: Yes
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.

Program Information:

Claims administers workers' compensation claims, ensuring injured workers receive timely benefits and appropriate medical care. We investigate claims, manage return-to-work efforts, control costs, and resolve disputes. We pay what we owe, defend what we don't, and do so with a sense of urgency. Through collaboration across State Fund, we support positive outcomes, compliance, financial stewardship, and strong customer relationships.

Purpose/Scope:

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

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

30% Essential

1. **Assess/monitor and optimize performance and workflow processes of a claims unit/location**
   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% Essential

2. **Recruit, select/hire, train, develop, appraise, discipline and maintain a staff of qualified claims clerical, technical, professional and supervisory personnel**
   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

15% Essential

3. Manage a claims unit/location to achieve Budget Plan objectives

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)

15% Essential

4. Provide professional public relations/customer service

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.

10% Essential

5. Ensure workload balance across subordinate units and promote coordination and team building across/among subordinate units in a claims unit/location

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% Essential

6. Contribute to task force projects on corporate and industry-wide issues

a. Manage, coordinate and complete special projects as requested
b. Participate in Corporate claims projects and committees

100%

Required 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

Required Skills and Abilities:

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

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: