CLASS SPECIFICATION
Risk Services Coordinator

FLSA Status: Nonexempt
EEOC Job Category: Paraprofessional
Union Representation: Represented

GENERAL PURPOSE
Under direction, performs complex and highly responsible duties in administering and coordinating the District’s risk management program and workers’ compensation insurance program for employees; provides technical information and assistance to District staff, injured workers, claims administrators and medical and legal professionals; coordinates and administers the adjudication of property and liability claims; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Risk Services Coordinator is responsible for independently performing routine to complex specialized paraprofessional and administrative tasks in the administration and coordination of the District’s risk management and workers’ compensation programs, including the Return to Work program for injured employees. The incumbent is expected to provide customer-responsive service and technical expertise to employees, third-party administrators, medical and legal professionals, District administrators and others and ensure conformance with all applicable laws, regulations, codes, and District policies and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Administers and coordinates the District’s workers’ compensation program; assists with and participates in the procurement of workers’ compensation insurance or self-insurance for the District; develops, maintains, updates and distributes workers’ compensation packets and forms; provides assistance and information on the workers’ compensation program to District management, staff and outside parties; informs injured staff about a variety of specialized and technical information, requirements and procedures of the workers’ compensation program; assists injured workers, supervisors and claims administrators by investigating and resolving questions, concerns and discrepancies pertaining to work injuries; serves as liaison among District management, staff, claims administrators, medical professionals and medical facilities; researches, obtains, verifies and provides information as necessary; ensures workers’ compensation benefits are provided and proper medical care is being received; notifies management of unusual circumstances; reviews claims with the Joint Powers Authority, attorneys and investigators as necessary; coordinates investigator and defense attorney meetings with claimants, witnesses, supervisors and other interested parties.

2. Coordinates accounting for temporary disability payments with District payroll staff and claims administrators; reviews legal and medical reports for information on work status and treatment plans; checks and verifies absences charged as industrial accidents; compares and reconciles claims administrator records with District payroll records to assure timely and accurate benefit payments and
resolves discrepancies as needed verifies covered dates on temporary disability checks against status reports and employee return-to-work dates; tracks and computes employee absences and time assigned to transitional work.

3. Coordinates and administers the District’s Return-to-Work program; conducts meetings with supervisors, injured employees and their representatives and Human Resources to develop appropriate accommodations to permit early return of injured employees to work, consistent with their work restrictions.

4. Coordinates and administers the District’s property and liability insurance program; assists with and participates in the procurement of property and liability insurance for the District; serves as liaison with and among the District’s Joint Powers Authority, attorneys, departments and staff in receiving, processing and adjudicating liability claims and lawsuits filed against the District; reviews and accepts or makes recommendations to reject liability claims; works with District staff, insurance adjusters, attorneys, public agencies and claimants to research and obtain information to resolve property and liability claims; reviews accidents involving District employees and students injured while using District facilities or equipment; maintains, organizes and compiles information for liability claims; determines courses of action for resolution of small claims, obtains signed releases and issues payments; directs large claims and summons to Joint Powers Authority and coordinates meetings with investigators and appraisers.

5. Reviews contracts to determine the required insurance for grants, clinical sites, student film projects, District event participation, fundraisers and performances; prepares, distributes and collects student waivers and releases of liability; receives premium rebates from Joint Powers Authority and makes deposits; monitors accident reports for safety issues that need to be addressed and notifies appropriate department.

6. Researches and collects information for and processes a variety of risk management and workers’ compensation-related reports, forms, logs, records, files and other documents, including accident reports, claim forms, public self-insurers annual reports and OSHA logs and reports; ensures that financial and confidential records and files are properly maintained.

7. Maintains and reconciles the District’s self-insurance trust accounts and ensures adequate funding; maintains check registers for trust accounts; requests additional account funding when necessary and makes deposits to accounts; reconciles account bank statements.

8. Completes initial requests for public assistance from FEMA; serves as liaison between the District, insurance administrators and FEMA; tracks funds received from insurance and government agencies for losses due to disasters; maintains records, data and correspondence with FEMA regarding District losses due to disasters; organizes documentation for inspection by auditors.

9. Keeps abreast of developments related to risk management and workers’ compensation benefits; reviews literature; attends workshops, seminars and conferences; serves on related committees.

OTHER DUTIES

1. Assists with and participates in the preparation and maintenance of the department’s budget.
2. Initiates regular and closed session Board items regarding litigation, insurance claims, lease agreements, amendments, settlements and rejections.

3. Assists with coordination of District Board of Trustee elections, including calendar and Board resolution preparation and District and candidate billing functions; prepares Board resolutions as necessary for volunteers covered by workers’ compensation, FEMA and Board of Trustee elections.

4. Accepts service of and tracks subpoenas, summons and claims on behalf of the District; arranges for provision of documents to meet time requirements; tracks associated costs.

5. Provides training to staff and oversees the maintenance of District databases for student accidents and civil and criminal subpoena requests.

6. Oversees, arranges and coordinates evaluation of workstations to determine employee ergonomic needs; reviews recommendations with supervisors.

7. Prepares, distributes and maintains volunteer requests.

QUALIFICATIONS

Knowledge of:

1. Principles, practices, processes and laws related to workers’ compensation, school district liability, public entity property and liability insurance and general liability in the State of California.

2. Federal, state and local laws and regulations pertaining to risk management claims adjustment, investigation and management.

3. Workers’ compensation and property and liability insurance benefits, requirements and procedures.

4. Applicable sections of state labor code, education code, related legislation and case law.

5. Research methods and data analysis techniques.

6. Principles and practices of public administration for budgeting and maintenance of public records.

7. Principles and practices of sound business communication.

8. Modern office methods, practices and equipment.

9. Standard business software, including word processing and spreadsheet programs.

Ability to:

1. Coordinate and administer the District’s workers’ compensation insurance and risk management programs according to District policies and procedures, contract rules and state and federal law.

2. Provide a variety of technical information and assistance to employees and others regarding workers’ compensation benefits.
3. Organize, set priorities and exercise sound independent judgment within areas of assigned responsibility.

4. Interpret, apply, explain and reach sound decisions in accordance with District policies and procedures.

5. Communicate clearly and effectively, both orally and in writing.

6. Prepare clear, concise and accurate reports, correspondence and other written materials.

7. Operate a computer using word processing and other business software and other standard office equipment.

8. Organize and maintain specialized files.


10. Exercise tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.

11. Establish and maintain effective working relationships with District management, staff, third party administrators, insurance adjusters, medical and legal professionals, occupational clinics and hospitals, Joint Powers Authority, committee members, claimants, the public and others encountered in the course of work.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a two-year college with coursework in business or a related field; and four years of progressively responsible experience with workers’ compensation and risk management programs; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

A valid California driver’s license and the ability to maintain insurability under the District’s vehicle insurance policy.

Current, valid certification as a Workers’ Compensation Claims Professional (WCCP) by the Insurance Educational Association (IEA) is desirable.

Current, valid designation as an Associate in Risk Management (ARM) by the American Institute for CPCU (AICPCU) and Insurance Institute of America (IIA) is desirable.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
Physical Demands
While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands
While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with District management, staff, third party administrators, insurance adjusters, medical and legal professionals, occupational clinics and hospitals, Joint Powers Authority, committee members, claimants, the public and others encountered in the course of work.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.