



- Medical terminology, anatomy, and technical terminology used in the medical profession related to the cause and treatment of occupational injuries and diseases.
- Investigative techniques, methods, and procedures.
- Record keeping and report writing practices and procedures.
- Principles of supervision, training and performance evaluations.
- Computer and software applications pertinent to claims administration.

**Ability to:**

- Compile pertinent facts, make thorough analyses on Workers' Compensation claims, and arrive at sound decisions.
- Understand, interpret, and apply State Labor Code, Workers' Compensation Law, and City regulations.
- Deal effectively with employees and the public.
- Prepare and maintain a variety of technical records and reports.
- Present ideas concisely and effectively, orally and in writing.
- Supervise, train, and evaluate assigned staff.
- Utilize computers and relevant software in managing, analyzing, and processing claims.

**Education and Experience:**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to a Bachelor's degree from an accredited college or university. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

Experience: A range of three to five years of responsible experience in the reserving, adjusting, analyzing, and settling claims in a self-insured environment. Supervisory experience is highly desirable.

**MEDICAL CATEGORY:** Group 1

**NECESSARY SPECIAL REQUIREMENT**

Possession of a California State Certification of Claims Administrator.

Possession of an appropriate, valid, Class "C" California Motor Vehicle Operator's License.

**CAREER ADVANCEMENT OPPORTUNITIES**

**FROM:** Workers' Compensation Supervisor

**TO:**