



Houston Independent School District

Job Description

POSITION TITLE: Manager, Workers' Compensation		CONTRACT LENGTH: 12M
DATE: 06/07/2012		DATE OF LAST REVISION: 06/07/2012
JOB CODE: RM0190	PAY GRADE: 28	FLSA EXEMPTION STATUS: E
Job Family – Risk Management		

JOB SUMMARY

Manages and coordinates the day-to-day Workers' Compensation operations. Conducts internal audits of claims process based on DWC Rules and focuses on timeliness of indemnity payments. Develops and produces claim management reports.

MAJOR DUTIES & RESPONSIBILITIES

	List most important duties first
1.	Manages WC Specialists and coordinates project workflows among specialists including claim management and coordination with Third Party Administrator (TPA) and other HISD departments.
2.	Serves as back-up to HISD's Sr. Manager of Workers' Compensation.
3.	Audits the performance of the TPA of all WC claims to ensure compliance and accuracy of information provided from the employee, employer, and TPA. Audits and approves daily check register from the WC Fund. Audit and review TPA direct payment requests to submit Accounting for Vendor payment
4.	Creates, analyzes, and provides weekly indemnity reports for Payroll and Nurse Case Manager assigned to claims.
5.	Coordinates with HR Business Partners and Payroll for updates on current work status as it relates to time and labor coding. Reports discrepancies as they are discovered regarding benefits payments made to the injured employee by the TPA adjusters.
6.	Develops and produces standard and ad-hoc reports to analyze claim trends to objectively assess the operational performance and to identify trends in claim incidents, cause and treatment outcomes in coordination with Risk Management.
7.	Performs other job-related duties as assigned.



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EDUCATION

Bachelor's Degree

WORK EXPERIENCE

5 to 7 years

Auditing & reporting, accounting, training, supervisory, and public entity experience is preferred.

TYPE OF SKILL AND/OR REQUIRED LICENSING/CERTIFICATION

Microsoft Office, MS Excel, and MS Access, Third Party Administrator basic and ad-hoc query reports. PeopleSoft, SAP

Office equipment (e.g., computer, copier)

Licensed Workers' Compensation Adjuster.

Must have 30 hours of CE every two years in order to maintain active Workers' Compensation Adjuster License.

LEADERSHIP RESPONSIBILITIES

Manages. Accomplishes the majority of work objectives through the management of direct reports. Provides day-to-day direction to staff; may become directly involved, as required, to meet schedules and resolve problems. Responsible for assigning work, meeting completion dates, interpreting and ensuring application of policies and procedures. Receives assignments in the form of objectives, with goals and the process by which to meet goals. Provides input to hiring, performance and budget.

WORK COMPLEXITY/INDEPENDENT JUDGMENT

Work is substantially complex, varied and regularly requires the selection and application of technical and detailed guidelines. Independent judgment is required to identify, select, and apply the most appropriate methods as well as interpret precedent. Position regularly makes recommendations to management on areas of significance to the department. Supervision received typically consists of providing direction on the more complex projects and new job duties and priorities.

BUDGET AUTHORITY

Analyzes and interprets data and figures.

PROBLEM SOLVING

Decisions are made on both routine and non-routine matters with some latitude, but are still subject to approval. Job is occasionally expected to recommend new solutions to problems and improve existing methods or generate new ideas.

IMPACT OF DECISIONS

Decisions have moderate impact to the facility/department or division, causing increased satisfaction or dissatisfaction; producing efficiencies or delays; promoting or inhibiting personal intellectual or professional development; and/or contributing to financial gain or expense. Errors may be serious, usually not subject to direct verification or check, causing losses such as improper cost calculations, overpayment or improper utilization of labor, materials or equipment. Effect usually confined to the organization itself and is short term.

COMMUNICATION/INTERACTIONS

Collaborate and solve problems - works with others to resolve problems, clarify or interpret complex information/policies, and provide initial screening/negotiations without approval authority. Interactions are typically with customers, senior level professional staff, and managers.

CUSTOMER RELATIONSHIPS

Regularly assesses and diffuses complex, and escalated customer issues. Takes personal responsibility and accountability for solving systemic customer service problems. Regularly explores alternative and creative solutions to meeting the needs of the customer within HISD's policies and guidelines.

WORKING/ENVIRONMENTAL CONDITIONS

Work is normally performed in a typical interior work environment which does not subject the employee to any hazardous or unpleasant elements.

Ability to carry and/or lift less than 15 pounds.



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