



CITY OF TORRANCE
invites applications for the position of:

CLAIMS TECHNICIAN (WORKERS' COMPENSATION)

SALARY:

\$23.74 - \$30.32 Hourly

OPENING DATE: 12/01/17

CLOSING DATE: Continuous

DESCRIPTION:

WE STRONGLY ENCOURAGE APPLICANTS TO READ THE JOB ANNOUNCEMENT IN ITS ENTIRETY BEFORE SUBMITTING AN APPLICATION FOR THIS POSITION.

The City of Torrance is currently seeking a responsive and customer service oriented Claims Technician to join the team!

The City of Torrance workers' compensation program is both self-insured and self-administered. The Workers' Compensation Division prides itself in providing excellent customer service and claims administration for all injured City employees.

As part of the Workers' Compensation Division, the Claims Technician performs paraprofessional duties on Workers' Compensation cases. This position requires a high degree of discretion and independent judgment and reports to the Workers' Compensation Manager. The Claims Technician meets with departments for case updates; maintains current and accurate claim records; prepares statistical reports; establishes and manages case files, performs preliminary investigation of accidents related to claims, responds to inquiries and provides information regarding benefits; composes routine letters and correspondence.

For a detailed job description, [click here](#).

MINIMUM QUALIFICATIONS:

Education and Experience

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

Three years of progressively responsible clerical or administrative experience which included duties requiring the use of initiative and independent judgment. Experience or training related to insurance, risk management or workers' compensation is preferred.

License and/or Certificates

Workers' Compensation Positions

Must possess and maintain certification as a Claims Adjuster through one of the following:

- Completion of 160 hours total with a minimum of 120 hours in classroom (remaining 40 hours can be classroom or on-the-job training as determined by prior employer); **OR**
- Designation by an insurer who certifies that there is five years on-the-job adjusting experience within the past eight years; **OR**
- Successfully passed the California State self-insured exam and worked continuously as an adjuster since passing the exam.

Ideal Candidate

The **ideal** candidate will possess:

- Clerical or administrative experience or training related to workers' compensation and insurance;
- Knowledge of Workers' Compensation laws, rules and regulations, jurisdiction, functions and procedures of the Workers' Compensation Appeals Board;
- Knowledge and experience with lost time workers' compensation claims, notice requirements, and benefit calculations;
- Effective interpersonal and customer service skills (face to face and over the phone);
- The ability to work autonomously and make independent decisions; and
- The ability to handle multiple tasks with shifting priorities.

HOW TO APPLY & EXAM PROCESS:

Interested candidates must submit an online application and supplemental available at www.TorranceCA.Gov/Jobs. At time of application, candidates must also submit proof of training hours, designation, or passing the self-insured exam must be submitted as an attachment with your application. Applications will be considered incomplete for failure to attach the required documents at time of application.

Application submissions will be accepted on a continuous basis until the position is filled. First review of applications will be those received by Thursday, December 14, 2017 at 5:30 p.m.

Only those candidates most qualified will be invited to participate in the examination process, which will consist of:

Performance Exam: **30%** (Tentatively scheduled on January 17, 2018)

Oral Exam: **70%** (Tentatively scheduled on January 17, 2018)

SPECIAL NOTES:

Performance of the essential duties of this position includes the following physical demands and/or working conditions:

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; sufficient hand/eye coordination to perform skilled repetitive movements such as typing, data entry, filing and/or the use of calculators or other office equipment. May require the ability to climb a step stool and reach above shoulder level to remove or replace files, push or pull file carts, move files weighing 3 to 5 pounds from one location to another. May involve extensive VD exposure. Tasks require visual perception and discrimination and oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

Applicants with disabilities who require special testing arrangements **must** contact Human Resources.

As a condition of employment, candidates must pass a background check and a pre-employment medical examination.

The provisions of this announcement do not constitute an expressed or implied contract, and any provisions contained in this announcement may be modified or revoked without notice.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.TorranceCA.Gov/Jobs>

Job #17121128
CLAIMS TECHNICIAN (WORKERS' COMPENSATION)
TO

3231 Torrance Blvd.
Torrance, CA 90503
310-618-2915

jobinfo@TorranceCA.Gov

CLAIMS TECHNICIAN (WORKERS' COMPENSATION) Supplemental Questionnaire

- * 1. How many years of progressively responsible experience do you have in maintaining workers' compensation claim records?
 - None
 - Less than 1 year
 - More than 1 year, but less than 3 years
 - More than 3 years
- * 2. Do you possess and maintain certification as a Claims Adjuster by one of the following ways? (please check all that apply)
 - Completion of 160 hours total with a minimum of 120 hours in classroom (remaining 40 hours can be classroom or on-the-job training as determined by prior employer).
 - Designation by an insurer who certifies that there is five years on-the-job adjusting experience within the past eight (8) years.
 - Successfully passed the California State self-insured exam and worked continuously as an adjuster since passing the exam.
 - Not applicable
- * 3. Do you have three years or more experience in: (please check all that apply)
 - Establishing and managing workers compensation case files
 - Processing lost time workers' compensation claims, notice requirements, and benefit calculations
 - Monitoring, logging and providing information on the status of claims
 - Performing investigations of accidents related to claims
 - Respond to inquiries and provide information regarding workers compensation benefits
 - Preparing statistical reports regarding claims
 - Not applicable
- * 4. Do you have experience handling and processing workers compensation claims for a self-insured employer?
 - Yes
 - No
- * 5. Describe your experience and responsibilities handling these types of claims. If no experience, please type N/A.
- * 6. Do you have experience handling and processing workers' compensation claims in a public sector environment?
 - Yes
 - No
- * 7. Describe your experience and responsibilities handling these types of claims. If no experience, please type N/A.
- * 8. Do you have experience handling and processing workers' compensation for safety employees?
 - Yes
 - No
- * 9. Describe your experience and responsibilities handling these types of claims. If no experience, please type N/A.

* Required Question