

Job Title Workers' Compensation Claims Supervisor

Closing Date/Time Thu. 08/11/22 11:59 PM Pacific Time

Salary \$42.79 - \$52.02 Hourly
\$3,423.54 - \$4,161.33 Biweekly
\$7,417.66 - \$9,016.21 Monthly
\$89,011.92 - \$108,194.52 Annually

Job Type Permanent Full-Time

Location Contra Costa County, California

Department Risk Management

To Apply visit: <https://www.governmentjobs.com/careers/contracosta/jobs/3154094/workers-compensation-claims-supervisor>

The Contra Costa County Administrator's Department is recruiting individuals to fill the Workers' Compensation Claims Supervisor position in the Workers' Compensation Claims Unit of the Risk Management division located in Martinez, CA.

The Workers' Compensation Claims Supervisor will report to the Assistant Risk Manager, Workers' Compensation and is responsible for the supervision of program support clerical staff, claims adjuster staff, and the oversight of County workers' compensation claims. Contra Costa County is unique in that it is self-insured and self-administered in providing Workers' Compensation benefits to Contra Costa County employees.

We are looking for someone who is:

Good at communicating. You will be working with internal and external stakeholders and must communicate with them effectively both in written form and verbally.

A strong leader. You will need to coach, train, and provide feedback to your team to ensure they have the support and knowledge necessary to perform their work.

Flexible and Organized. You will need to balance multiple assignments, priorities, and deadlines in a fast-paced environment and may need to shift priorities quickly as needs change.

Knowledgeable in Workers Compensation claims. You will need to apply technical knowledge, State Regulations and civil procedures related to third party liability

Team Oriented. You will need to establish and maintain working relationships with multiple parties including injured employees, employer contacts, medical providers, and legal counsel

What you will typically be responsible for:

Planning, directing, supervising, and reviewing the work activities of claims adjusters and clerical staff

Assisting with more complex Workers' Compensation claims that might include analyzing medical reports, legal issues, financial data, or managing challenging situations

Providing technical training, auditing, and mentoring to claims personnel

Conducting training sessions for County departments, as needed, on policies, procedures, laws, regulations, and other requirements of Workers' Compensation claims administration

Preparing written performance evaluations and other assessments for hiring, promoting, and evaluating employees

Composing letters and preparing reports and other documentation based on specific claim issues or requests from Senior Management

Assisting with State, Self-Insurance Plan, Excess Insurance and County Internal Audits

A few reasons you might love this job:

You will have opportunities to learn and develop your professional skills

You will have the satisfaction of supervising and supporting claims adjusters as they assist injured employees with their claims

You will be supervising a dynamic team

You will have the option of a hybrid remote work schedule

A few challenges you might face in this job:

You will work in a fast-paced environment

You will be expected to handle multiple competing deadlines

You may interact with upset and/or confused employees

Competencies Required:

Critical Thinking: Analytically and logically evaluating information, propositions, and claims

Delivering Results: Meeting organizational goals and customer expectations and making decisions that produce high-quality results by applying technical knowledge, analyzing problems, and calculating risks

Legal & Regulatory Navigation: Understanding, interpreting, and ensuring compliance with laws and regulations

Adaptability: Responding positively to change and modifying behavior as the situation requires

Displaying Ownership and Accountability: Holding self and others accountable for measurable high-quality, timely, and cost-effective results

Informing: Proactively obtaining and sharing information

Writing: Communicating effectively in writing

Building & Maintaining Relationships: Establishing rapport and maintaining mutually productive relationships

Leadership: Guiding and encouraging others to accomplish a common goal

Valuing Diversity: Appreciating the benefits of varied backgrounds and cultures in the workplace

Business Process Analysis: Defining, assessing, and improving operational processes and workflow

Leveraging Technology: Applying technology for improvements in organizational efficiency and effectiveness

To read the complete job description, please visit the website, www.cccounty.us/hr.

The eligible list established from this recruitment may remain in effect for 6 months.

Minimum Qualifications:

License Required: Possession of a valid California Motor Vehicle Operator's License. Out of state valid Motor Vehicle Operator's License will be accepted during the application process.

Certification: Possession of a Self-Insurance Administrator's Certificate issued by the Department of Self Insurance Plans or be certified as an "experienced workers' compensation claims adjuster" in accordance with Title 10 of CCR 2592 having at least five years within the past eight years of on-the-job experience adjusting California workers' compensation claims or supervising claims adjusters handling California workers' compensation claims and is designated as an experienced claims adjuster.

Education: Possession of a Bachelor's degree from an accredited college or university with a major in business or public administration, insurance, finance or a closely related field.

Experience: Five (5) years of full-time (or the equivalent of full-time) professional experience as a Workers' Compensation Claims Adjuster or equivalent classification, at least two (2) years of full-time employment experience must have been in a supervisory capacity; OR two (2) year's experience as a Senior Workers' Compensation Claims Adjuster that provides lead or supervisory direction to Workers' Compensation Claims Adjusters and clerical staff in Contra Costa County or in an equivalent classification will substitute for the required two (2) years of supervisory experience.

Substitution for Academic Major: One (1) additional year of qualifying experience of the type noted above may be substituted for the required academic major.

Desirable Qualifications:

Prior experience managing workers compensation claims in the public sector

Insurance Education Association designation such as WCCP, WCCA or ARM

Selection Process:

Application Filing: All applicants must apply on-line at www.cccounty.us/hr and submit the information as indicated on the job announcement by the final filing date. A completed Supplemental Questionnaire is required at the time of applying.

Application Evaluation: Depending on the number of applications received, an Application Evaluation Board may be convened to evaluate and select the best-qualified candidates for invitation to the next phase of the examination.

Oral Assessment: An oral assessment (interview) will be conducted to measure candidates' competencies as they relate to the job. In the Oral Assessment, candidates must achieve an average passing score of 70% or higher on each of the competencies, as well as an overall passing score of 70% or higher. These may include, but are not limited to: Critical Thinking, Delivering Results, Legal and Regulatory Navigation, Displaying Ownership & Accountability, Informing, and Leadership. (Weighted 100%)

The oral assessment is tentatively scheduled to take place on August 19 - 29, 2022.

The assessment will be administered remotely using a computer; You will need access to a reliable internet connection to take the assessment, as well as computer or mobile device with a camera.

The Human Resources Department may change the examination steps noted above in accordance with the Personnel Management Regulations and accepted selection practices.

For recruitment specific questions, please contact Amanda Monson at Amanda.Monson@hrd.cccounty.us. For any technical issues, please contact the GovernmentJobs' applicant support team for assistance at +1 855-524-5627.

COVID-19 Vaccine Requirements

Contra Costa County enacted a mandatory COVID-19 vaccine requirement for employees. Proof of full vaccination will be required of all employees, including new hires. The policy requirements can be found here: <https://www.contracosta.ca.gov/DocumentCenter/View/72164/2021824-Mandatory-Vaccination-Policy-PDF?bidId=>

CONVICTION HISTORY

After you receive a conditional job offer, you will be fingerprinted, and your fingerprints will be sent to the California Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). The resulting report of your conviction history (if any) will be used to determine whether the nature of your conviction conflicts with the specific duties and responsibilities of the job for which you have received a conditional job offer. If a conflict exists, you will be asked to present any evidence of rehabilitation that may mitigate the conflict, except when federal or state regulations bar employment in specific circumstances. Having a conviction history does not automatically preclude you from a job with Contra Costa County. If you accept a conditional job offer, the Human Resources department will contact you to schedule a fingerprinting appointment.

DISASTER SERVICE WORKER

All Contra Costa County employees are designated Disaster Service Workers through state and local law. Employment with the County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of Contra Costa County to consider all applicants for employment without regard to race, color, religion, sex, national origin, ethnicity, age, disability, sexual orientation, gender, gender identify, gender expression, marital status, ancestry, medical condition, genetic information, military or veteran status, or other protected category under the law.