CLASS TITLE: DIRECTOR OF WORKERS’ COMPENSATION

CHARACTERISTICS OF THE CLASS
Under direction, directs and manages the implementation and administration of the City’s self-insured workers’ compensation program, and performs related duties as required

ESSENTIAL DUTIES

- Oversees the efficiency and effectiveness of the City’s workers’ compensation program in keeping with the City’s goals and objectives and pursuant to Illinois Workers’ Compensation Act and applicable laws
- Manages and participates in the development and implementation of specific priorities, policies, and procedures for the City’s workers’ compensation program
- Manages the relationship with the contracted third-party administrator (TPA) to support the program
- Assesses and continuously monitors the cost effectiveness of the program and identifies inefficiencies and recommends/implements process improvements
- In consultation with the third-party administrator and legal counsel, participates in the development and execution of strategies to manage specific cases and resolve issues/concerns
- Develops goals, objectives, and work standards and conducts performance evaluations of staff
- Educates and trains employees across the city on workers’ compensation policies and procedures
- Coordinates with other departments/entities (e.g., Police, Fire, Law, pension boards) to ensure compliance in the administration of claims
- Directs the preparation of statistical required reports to identify key cost components and underlying trends
- Recommends, implements and monitors citywide cost containment strategies to prevent and minimize losses
- Develops and ensures TPA’s compliance with established performance metrics
- Stays abreast of workers’ compensation industry best practices, trends, innovations and legislation pertaining to workers’ compensation administration
- Represents the department at conferences, meetings, planning groups, hearings and settlements
- Establishes working relationships with sister agencies and other workers’ compensation administration organizations to share resources and develop partnerships

NOTE: The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.
MINIMUM QUALIFICATIONS

Education, Training, and Experience

• Graduation from an accredited college or university with a bachelor’s degree in Business Administration, Public Administration, Risk Management or a directly related field.

• Five (5) years of workers’ compensation claims handling experience, plus three (3) years in a management/supervisory role related to the responsibilities of the position, or an equivalent combination of education, training, and experience

Licensure, Certification, or Other Qualifications

• None

WORKING CONDITIONS

• General office environment

EQUIPMENT

• Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)

• Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

PHYSICAL REQUIREMENTS

• No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Comprehensive knowledge of:

• *federal, state, and local laws, regulations, and guidelines regarding the administering of workers’ compensation claims

• *principles and practices of program planning, development and implementation

• *workers’ compensation claims management principles, practices and procedures

• *medical and technical terminology used in injury cases

• *management and supervisory principles, methods, practices, and procedures

• *applicable computer software packages and applications (e.g., MS Word, Excel, PowerPoint, Access)

• contracts administration

• *report preparation methods, practices, and procedures

Skills

• *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
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- **ACTIVE LISTENING** - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- **CRITICAL THINKING** - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- **COMPLEX PROBLEM SOLVING** - Identify complex problems and review related information to develop and evaluate options and implement solutions
- **COORDINATION WITH OTHERS** - Adjust actions in relation to others’ actions
- **JUDGEMENT AND DECISION MAKING** - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- **MONITORING** – Monitor and assess performance of one’s self, other individuals, or organizations to make improvements or take corrective action
- **NEGOTIATION** – Bring others together and trying to reconcile differences
- **INSTRUCTING** – Teach others how to do something

**Abilities**

- **COMPREHEND ORAL INFORMATION** - Listen to and understand information and ideas presented through spoken words and sentences
- **SPEAK** - Communicate information and ideas in speaking so others will understand
- **COMPREHEND WRITTEN INFORMATION** - Read and understand information and ideas presented in writing
- **WRITE** - Communicate information and ideas in writing so others will understand
- **REASON TO SOLVE PROBLEMS** - Apply general rules to specific problems to produce answers that make sense
- **WORK WITH NUMBERS** – Add, subtract, multiply, or divide quickly and correctly
- **IDENTIFY PATTERNS** – Identify or detect a known pattern (a figure, object, word, or sound) that is hidden in other distracting material
- **MAKE SENSE OF INFORMATION** – Quickly make sense of, combine, and organize information into meaningful patterns
- **REACH CONCLUSIONS** - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

**Other Work Requirements**

- **INITIATIVE** - Demonstrate willingness to take on job challenges
- **COOPERATION** - Be pleasant with others on the job and display a good-natured, cooperative attitude
- **DEPENDABILITY** - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- **ATTENTION TO DETAIL** - Pay careful attention to detail and thoroughness in completing work tasks
- **ANALYTICAL THINKING** - Analyze information and using logic to address work or job issues and problems
All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City’s Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

City of Chicago
Department of Human Resources
May 2020