

MATRIX

ABSENCE MANAGEMENT

A MEMBER OF THE TOKIO MARINE GROUP

Matrix Job Description

Title: Manager, Workers' Compensation	Division: Operations
Department: Workers' Compensation	Reports To: Director, Work Comp
Salary Grade: EX-5	Date: 2/1/2019

Matrix Absence Management is one of the top Third Party Administrators (TPA) supporting clients in absence management (FMLA/Disability/Workers' Compensation). We partner with our clients Human Resources department to manage Workers' Compensation, Disability and/or Leave of absences until the claim is resolved or the employee returns to work. Our highly customer centric approach is to try and duplicate the culture of our clients to make the experience seamless for employees. Our mobile app technology provides ease of use to our client and employee in reporting claim information.

Matrix Absence Management offers a full benefit package- Medical, Dental & Vision, including 401K match. Matrix is a friendly and pleasant office environment; offering flexible schedules M-F.

Job Summary:

Working under moderate oversight, plans, leads, and controls a Claims Team and/or Department Operation in performance of all Worker's Compensation claim handling related functions

Duties and Responsibilities:

- Fully responsible for technical proficiency of the department's work product, to include compliance with client service instructions and performance guarantees.
- Demonstrates a thorough understanding of corporate policies and procedures.
- Uses various metric driven tools to evaluate performance and identify problem areas in advance of them becoming service issues.
- Defines department goals and communicate them throughout the department.
- Directly and actively engages with clients, Account Management, sales and other parties to continually refine the department's understanding of client requirements.
- Motivates people to perform at the highest level.
- Communicates with clients, carriers and brokers in a professional, positive and proactive manner.
- Works collaboratively across all internal departments.
- Experience managing all aspects of workers' compensation claims.
- Participates in sales presentations, training and customer meetings, as appropriate.

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- Ensures flawless and consistent execution of client service instructions and performance guarantees
- Ability to actively review work of others via file reviews; identify coaching opportunities, act on needed coaching opportunities and position subordinates for successful development leading to advancement within the organization.
- Ability to run/manage a high-quality, professionally-run Workers' Compensation claims unit; effectively manage, supervise, direct, evaluate, and coordinate the work of claims unit staff; select, and train staff.
- Ability to understand, interpret, and apply general and specific administrative and departmental policies and procedures, as well as applicable federal, state, and local policies, laws, and regulations; plan and organize work to meet changing priorities and deadlines;
- Effectively represent Matrix to outside individuals and agencies to accomplish the goals and objectives of the Company; work cooperatively with other departments and outside agencies;
- Respond tactfully, clearly, concisely, and appropriately to inquiries from Insurance Departments, Clients, Brokers or other parties on sensitive issues in your area of responsibility;
- Research, analyze, and make sound decisions and recommendations relating to workers' compensation claims; negotiate effectively; identify, quantify, and analyze worker's compensation claims expenditure trends.
- Ability to establish and then manage cost-effective relationships with outside service providers (medical clinics, bill and utilization review services, et cetera).
- All other duties as assigned.

Education, Qualifications and Experience:

- Bachelor's Degree Required – from an accredited college or university preferred
- 10 or more years related claim experience required.
- At least 5 years of supervisory experience required.
- Appropriately licensed and/or certified in all states in which claims are being handled.
- Knowledge of all team member related functions.
- Completion of IEA, ARM or equivalent courses desired
- Prior Third Party Administrator (TPA) experience preferred
- Working knowledge or related information systems, including: Microsoft Office
- Requires exceptional analytical and problem solving skills.
- Working knowledge of interaction/integration of workers' compensation and other non-occupational lines of business administration.
- Ability to interpret and explain applicable policies and procedures; prepare clear and concise reports

EEO Statement

Matrix Absence Management is an equal opportunity employer applicants are considered for positions without discrimination on the basis of race, color, religion, sex, national origin, age,

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disability, sexual orientation, gender identity, veteran status or any other consideration made unlawful by applicable, federal state or local laws.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.