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| **JOB TITLE: Return to Work Specialist I**  **REPORTS TO: Supv-Risk** | **For Compensation Use Only:**  JOB CODE: 20C068  Grade: 24  Effective Date: October 2019 |

**DEPARTMENT: Finance**

1. **JOB SUMMARY**

The role services an internal customer service function for field operations. This role acts as employee advocate in support of the Company’s Workers Compensation program.  The position involves direct contact with injured workers, physicians, Third Party Administrator (TPA) and field personnel to assist in explaining workers compensation benefits and the company’s program. This position reports to the Supervisor position.

1. **ESSENTIAL DUTIES AND RESPONSIBILITIES**
2. Contact the employee within 4 hours of receipt for all new workers compensation claims. Provide general guidance to internal and external customers regarding liability claims practices and procedures.
3. Conduct initial investigation and gathers documentation of the event.
4. Obtain and review Injury Information packet for completeness. For medical claims only, follows-up with employee to ensure the information packet is properly completed.
5. Determine appropriate claim type and verify work status and assign appropriately.
6. Distribute notice of Lost Time injury to appropriate RTWS II for further handling.
7. Request employee’s wages from Payroll.
8. Complete required state workers compensation reports and send to Examiner.
9. Process annuity and recovery transactions against appropriate claim files.
10. Special projects or other assigned tasks.
11. **COMPETENCIES**
12. Professional and respectful demeanor. Communicate orally and in writing with all levels of field management, vendors, and team members.
13. Adaptability - Maintaining effectiveness when experiencing major changes in work responsibilities or environment (e.g., people, processes, structure, or culture); adjusting effectively to change by exploring the benefits, trying new approaches, and collaborating with others to make the change successful.
14. Building Trusting Relationships - Using appropriate interpersonal styles to establish effective relationships with customers and internal partners; interacting with others in a way that promotes openness and trust and gives them confidence in one’s intentions.
15. Collaborating - Working cooperatively with others to help a team or work group achieve its goals.
16. Communication - Conveying information and ideas clearly and concisely to individuals or groups in an engaging manner that help them understand and retain the message; listening actively to others.
17. Continuous Learning - Actively identifying new areas for learning; regularly creating and taking advantage of learning opportunities; using newly gained knowledge and skill on the job and learning through their application.
18. Initiating Action - Taking prompt action to accomplish work goals; taking action to achieve results beyond what is required; being proactive.
19. Work Standards - Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
20. **MINIMUM REQUIREMENTS**
21. High School Diploma or equivalent.
22. Must be capable of coordinating multiple tasks and meeting deadlines.
23. Must be well organized and capable of working with confidential information.
24. Microsoft Office Suite experience required.
25. Must be able to communicate clearly and respectfully over the phone and in writing.
26. **PREFERRED QUALIFICATIONS**
    1. Minimum two (2) years’ experience in workers compensation, leave / benefit administration, or comparable experience is preferred.
    2. Associates Degree or professional Claims adjuster designation or equivalent mix of education and experience is preferred.
27. **WORKING CONDITIONS**

This job operates in a professional office environment indoors. Routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

1. **PHYSICAL DEMANDS**

The position requires the ability to spend long hours sitting or standing while using office equipment and computers. Ability to perform repetitive tasks such as typing and keying. Occasional lifting, pushing/pulling, carrying 10 lbs of supplies and materials is required.

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| *The above statements are intended to describe the general nature and level of work being performed by individual(s) assigned to this job. It is not intended to be an exhaustive list of all duties and responsibilities required of individual(s) in this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of this job.* |