

THE CITY OF LOS ANGELES



CIVIL SERVICE COMMISSION

## CLASS SPECIFICATION

06-28-00

## WORKERS' COMPENSATION CLAIMS ASSISTANT, 1775

**Summary of Duties:** Performs various paraprofessional workers' compensation claims duties in assisting professional Workers' Compensation personnel, including taking the initial telephone report of injury, determining employment responsibility, assigning case number, setting up a claimant file, making initial medical appointment, and adjusting minor medical cases routinely until employee returns to work, and performing other related work as assigned.

**Distinguishing Features:** A Workers' Compensation Claims Assistant performs a variety of paraprofessional duties in assisting professional Workers' Compensation Analysts. The class of Workers' Compensation Claims Assistant provides a promotional opportunity for employees with considerable experience in the nonprofessional aspects of Workers' Compensation work, and gives these employees an opportunity to gain experience and develop the skills, knowledges and abilities necessary to qualify for promotion to the Workers' Compensation Analyst series.

**Examples of Duties:** Under the direction of a professional Workers' Compensation staff member, a Workers' Compensation Claims Assistant:

- Takes initial phone report of injury;
- Determines whether injury is work-related;
- Makes initial medical appointment;
- Assigns a case number;
- Sets up a permanent file;
- Determines whether Rehabilitation services may be needed;
- Authorizes routine medical tests and examinations;
- Authorizes payment of bills;
- Coordinates with other applicable departments (and units within the Division) regarding pensions, retirement, awards and medical liens;
- Coordinates third party liability litigation with City Attorney staff;
- Processes injured worker returns to duty;
- May handle a limited caseload;
- May act in a lead capacity over others performing the same duties.

May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

**Qualifications:** A Workers' Compensation Claims Assistant must have the following knowledges and abilities:

**Knowledge of:**

- Basic principles of Workers' Compensation, including the State Labor Code, and the Administrative Code provisions.

**The ability to:**

- Communicate effectively;
- Deal tactfully and effectively with the public, bureau and department heads, supervisors and other employees.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to accommodate the limitation.

**Minimum Requirements:** Three years of full-time paid clerical experience at least at the level of Clerk Typist in processing workers' compensation claims, medical or permanent disability payments is required for Workers' Compensation Claims Assistant.

**License:** A valid California driver's license may be required.

**As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what the duties and responsibilities of any position shall be.**