



Contra Costa County Schools Insurance Group invites applications for:

# Workers' Compensation Claims Supervisor

Application Deadline:

**4:00 p.m., Wednesday, July 31, 2019**

Contra Costa County Schools Insurance Group is an Equal Opportunity Employer

## THE AGENCY

The Contra Costa County Schools Insurance Group (CCCSIG) is a Joint Powers Authority organized in 1977 for the purposes of self-insuring workers' compensation and health and safety services to its member public school districts in Contra Costa County.

Today, CCCSIG operates a self-insured, self-administered public agency, which is one of the largest of its kind in the State of California. Of the 22 member districts, 20 are K-12 school districts, one County Office of Education and one Community College District. CCCSIG's [Workers' Compensation](#) program encompasses 19 districts, over 22,000 employees and more than \$844 million in payroll, which translates to approximately \$22.2 million in workers' compensation premium. Of the 22 member districts, 7 are also members of the [Health Benefits](#) program.

First accredited by the California Association of Joint Powers Authorities (CAJPA) in 1993, the Group currently is Accredited with Excellence through 2018. CCCSIG is committed to customer service and cost containment for its member districts. Some of the programs implemented by CCCSIG, that have assisted with decreasing the cost and number of workers' compensation claims are a strong early return-to-work program; in-house bill review; an in-house nurse; post offer, pre-employment strength testing; wellness and safety services, which include ergonomic evaluations, trainings and presentations in all areas of wellness and safety; as well as many other resources made available to members.

CCCSIG's commitment to customer service has been evident throughout the numerous independent, as well as State and internal controls audits that have been completed throughout the years, which have all come back with outstanding results.

CCCSIG was recognized by the **State of California** with a "**Fit Business Award**", presented in an awards ceremony to CCCSIG by Senator Tom Torlakson, who is also the Chairperson for the California Task Force on Youth and Workplace Wellness. CCCSIG was recognized in the small business category, for being on the forefront of providing employees a worksite environment that supports healthy choices, as well as recognizing the many programs and procedures that CCCSIG has in place for overall employee wellness.

CCCSIG's overall attitude towards employee health, wellness and safety carries over to its member districts, through the health, safety, and claims services provided and our commitment to enhance the human and financial resources of its members in order to contribute to public education.

## POSITION OVERVIEW

The Contra Costa County Schools Insurance Group (CCCSIG) is inviting applications from well-qualified individuals for the position of Workers' Compensation Claims Supervisor. The Claims Supervisor will work in conjunction with the Claims Manager to supervise and coordinate the staff, operations and activities of CCCSIG's Claims Department. The Claims Supervisor provides direct daily supervision, and directs and coordinates the work plan for the Claims Department. The Claims Supervisor oversees, reviews and assigns new workers' compensation claims; assigns and schedules appropriate staff to process claims; monitors work flow; reviews and evaluates work products, methods and procedures. This position also meets with staff to identify and resolve problems. The Claims Supervisor provides regular assistance to the Claims Manager in the coordination of all services provided within the Claims Department to ensure efficient operations and delivery of services between Claims Department staff members and school district personnel.

**AN IDEAL CANDIDATE** will be enthusiastic, positive and proactive. An ideal candidate will have experience handling complex and technically difficult workers' compensation claims, in addition to experience auditing workers' compensation claims files. The ideal candidate will have experience evaluating claims examining personnel. They will understand and appreciate the complexity of adjudicating claims in the current workers' compensation atmosphere, while maintaining CCCSIG's best practices. The ideal candidate will provide excellent customer service to member districts, while being an effective supervisor for the Claims Department. The ideal candidate will understand and support excellent claims handling as a tool to assist member public school districts. Experience working with the Education Code is preferred.

## COMPENSATION

The salary is a five-step range, **\$7,314.74—\$8,891.11/month**. *\*Note—the job description and salary range are currently under review and may be subject to change.* Placement on the salary schedule is dependent upon prior experience. Additional compensation is provided for benefits through an IRC-125 Cafeteria Plan.

Manager's earn 20 days of vacation per year along with 13 paid holidays. Full-pay sick leave is earned at the rate of one day per month. Retirement benefits are provided through the Public Employees Retirement System and are not coordinated with Social Security. PERS is an employee/employer contributory plan.

## APPLICATION PROCEDURE

Resumes must be received by **4:00 p.m. on Wednesday, July 31, 2019**. Resumes can be emailed to [jobs@cccsig.org](mailto:jobs@cccsig.org) or mailed to:

Human Resources Department  
CCCSIG  
550 Ellinwood Way  
Pleasant Hill, CA 94523

**Resumes will be held in strict confidence.**

## SELECTION PROCEDURE

The qualifications of each candidate will be evaluated by a screening committee. Those most qualified will be invited to participate in a personal interview at CCCSIG offices in Pleasant Hill, which will occur on **Tuesday, August 27, 2019**. A second interview may be conducted with selected candidates, which would occur on **Friday, August 30, 2019**. These dates may be subject to change.

Before final employment decisions are made, references and a background check of the leading candidate(s) will be made to gather information regarding performance and working relationship history.

## WC Claims Supervisor Requirements

### ABILITY TO:

- Perform complex and difficult claims examining activities.
- Coordinate, supervise and evaluate the work of assigned staff.
- Learn and effectively utilize the claims software system.
- Interpret and explain CCCSIG's policies and procedures.
- Evaluate a variety of workers' compensation claims; analyze complex claims.
- Compile and maintain accurate and complete records and reports.
- Type (key) at a speed necessary for successful job performance.
- Work independently in the absence of supervision.
- Communicate clearly and concisely in English, both orally and in writing.
- Establish/maintain effective working relationships with those contacted in course of work.

### KNOWLEDGE OF:

- Principles and procedures of advanced claims processing.
- Laws, rules and regulations pertaining to workers' compensation claims adjusting.
- Basic medical terminology.
- Business letter writing and report preparation.
- Principles of supervision, training, and performance evaluation of Claims staff.
- Principles and procedures of record keeping.
- Modern office procedures, methods, computer equipment, and workers' compensation data base systems.
- English usage, spelling, grammar and punctuation.

### RESPONSIBILITIES INCLUDE (but are not limited to):

- Supervises and coordinates the staff, operations and activities of CCCSIG's Claims Department; provides direct daily supervision of Claims Department members.
- Oversees and reviews new workers' compensation claims; assigns and schedules appropriate staff to process claims; oversees and ensures adherence to Labor Code, Education Code, CCCSIG's Best Practices and other legal or policy requirements.
- Establishes and implements quality assurance procedures with regularly scheduled team meetings for review of outcomes, identification of performance issues, and identification of procedural problems to ensure efficiency and high quality customer service to all claimants and member districts.
- Identifies opportunities for improving services to member districts; identifies resource needs and reviews with appropriate management staff; implements improvements.
- Recommends and assists in the implementation of goals and objectives; implements approved policies and procedures.
- Ensures compliance of claims examining staff with training requirements as mandated by law.
- Provides coaching and supervision as needed to Claims Department staff to ensure prompt and efficient delivery of service to claimants, district personnel, and other external customers of the Group.
- Establishes and conducts training sessions, workshops, and seminars for staff assigned to the Claims Department, as well as to member district personnel, as needed.
- Oversees and/or participates in the selection, training, motivation and evaluation of Claims Department personnel.
- Directs, coordinates and reviews the work plan for the Claims Department; assigns work activities and projects; monitors work flow; reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems.
- Attends District Claim File Review meetings as directed by the Claims Manager.
- Provides daily assistance to the Claims Manager in the coordination of all services provided within the Claims Department, such as Early Return-To-Work and cost containment activities, to ensure efficient operations and delivery of services between Claims Department staff members and school district personnel.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of worker's compensation management.
- May perform entire range of claims examining duties as needed and/or in the event of staffing shortage, or as directed by the Claims Manager.
- Participates in special assignments as required; performs related duties and responsibilities as required and assigned.
- Performs related duties and responsibilities as required and/or assigned.

### **NOTE:**

**Only those applicants who have followed application procedures will be considered for this position. Any applicant who attempts to directly contact individuals from the Agency with the intent of influencing the decision will be disqualified from candidacy.**

### EDUCATION/TRAINING & EXPERIENCE GUIDELINES:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities necessary are:

#### Experience:

Five + years of complex (journey level) claims examining experience including workers' compensation claims analysis and award determination and experience in the coordination and/or supervision of work activities and personnel within a Claims Department. Prior experience in a public agency setting and/or experience in supervising claims professionals preferred.

#### Training:

Equivalent to completion of high school supplemented by specialized training in claims adjustment. Additional college level coursework and management training preferred.

#### Licenses or Certificates Required

Possession of a self-insured administrator's certificate issued by the State of California. Must possess an Experienced Claims Adjustor designation. Valid CA drivers' license and proof of insurance.