CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 400.3

Job Title: **WORKERS' COMPENSATION CLAIMS COORDINATOR**

Pay Grade: 17

GENERAL SUMMARY:

Performs workers' compensation duties for assigned departments, performs record keeping duties, and supports the processing of salary continuation transactions.

RESPONSIBILITIES:

- Monitors open claims for assigned department(s) in accordance with established processes.
- Partners with injured worker's supervisor for submission of medical questionnaire to the injured worker.
- Verifies injured worker's submitted documentation is in accordance with policy and timeframe.
- Reviews medical records to determine employee's work status.
- Communicates work status changes to the injured worker's supervisor.
- Identifies transitional duty assignments in collaboration with division staff.
- Coordinates home or transitional duty site visits with the appropriate representatives.
- Prepares and ensures delivery of Bona Fide Offer of Employment (BFOE) letter to the injured worker.
- Performs electronic record keeping duties in accordance with established processes.
- Performs data entry of SAP workers' compensation changes and time entry codes.
- Communicates overpayments to injured workers, and ensures appropriate documentation is received.
- Performs a variety of record keeping duties; monitors and maintains files and records.

SPECIFICATIONS:

KNOWLEDGE:
Requires an Associate's degree.

EXPERIENCE:
One year of experience in Workers' Compensation, Finance, or Accounting is required.

SUBSTITUTIONS:
A Bachelor's degree in Business Administration, Finance, or Accounting may be substituted for the education and experience requirements.

SPECIFICATIONS: (continued)

COMPLEXITY:
Work consists of standard procedures and tasks where analytic ability is required, as in the comparison of numbers and facts in selecting the correct action.

IMPACT OF ACTIONS:
Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

SUPERVISION EXERCISED:

Direct Supervision:
No direct report employees.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with professionals and supervisors. Interaction requires considerable tact and cooperation involving somewhat sensitive issues or problems.

External Contacts:
Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors, and professional contacts with allied organizations. Interaction involves considerable tact and cooperation involving somewhat sensitive issues or problems.

PHYSICAL EFFORT:
The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:
There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature, and air conditions.

PHYSICAL SKILL:
Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:
All duties and responsibilities may not be included in the above job description.

JOB FAMILY:
Workers' Compensation Claims Coordinator
Senior Workers' Compensation Claims Coordinator
Workers' Compensation Coordinator I
Workers' Compensation Coordinator II

Effective: January 2023
Revised: September 2025