CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 400.4

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

Pay Grade: 21

GENERAL SUMMARY:

Performs workers' compensation duties for assigned departments. Supports the processing of salary continuation transactions, and related payroll reviews. Gathers information and identifies solutions to assist in resolving workers' compensation concerns.

RESPONSIBILITIES:

- Monitors all 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 and tracks the return of the completed document.
- Conducts data entry of SAP workers' compensation changes, reviews time entry codes, and finalizes SAP workers' compensation entries.
- Communicates work status changes to the injured worker's supervisor, and gathers data associated with Salary Continuation Requests for Council Action.
- Completes payroll reviews associated with workers' compensation entries, and reviews offsets pertaining to the payment of income benefits by the workers' compensation third party administrator.
- Communicates overpayments to injured workers and ensures appropriate documentation is received.
- Participates in identifying potential transitional duty assignments.
- Coordinates home and transitional duty site visits with the appropriate representatives.
- Facilitates cross department placement for transitional duty when a position is not available in the home department.
- Prepares and ensures delivery of Bona Fide Offer of Employment (BFOE) letter to the injured worker.
- Assists with workers' compensation training, in assigned department(s), for new employees and post-incident.
- Responds to requests for assistance received via worker's compensation hotline.

SPECIFICATIONS:

KNOWLEDGE:

A Bachelor's degree in Business Administration, Finance, Accounting, or a related field.

SPECIFICATIONS: (continued)

LICENSE:
A Texas Workers Compensation Adjuster License is required **OR** the ability to obtain the Texas Workers Compensation Adjuster License in the first six months of employment.

EXPERIENCE:
Two years of experience in Workers' Compensation, Finance, or Accounting are required.

SUBSTITUTIONS:
Workers' Compensation related experience at the professional level may be substituted for the education requirement on a year-for-year basis.

COMPLEXITY:
Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies, and precedents, and in adapting standard methods to fit facts and conditions.

IMPACT OF ACTIONS:
Errors could lead to moderate expenses and inconveniences. 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:
Involves general scheduling and review of work as a "working supervisor" or lead person.

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 requires 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