CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 400.5

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

Pay Grade: 22

GENERAL SUMMARY:

Responsible for overseeing workers' compensation activities for multiple departments and ensures timely processing of workers' compensation claims.

RESPONSIBILITIES:

- Leads workers' compensation activities for multiple departments including supporting the process of Salary Continuation transactions and related payroll reviews.
- Monitors all open claims for assigned department(s), in accordance with established processes. This includes claims filed for employees covered under Chapter 607 of the Government Code.
- Oversees Claims Coordinator and supports the workers' compensation claims processes.
- Addresses all concerns the injured worker may have and directs them to appropriate agency.
- Facilitate workers' compensation training, in assigned department(s), for supervisors, new employees and post-incident.
- Resolves payroll discrepancies for underpayment and overpayment.
- Communicates with department/division head in order of maintain the Job Bank, an active listing of available transitional duty assignments, city-wide.
- Participates in weekly claim discussions to identify transitional duty assignments.
- Coordinates home and transitional duty site visits with appropriate representatives and facilitates cross department placement for transitional duty.
- Responds to requests for assistance received via workers' compensation hotline.

SPECIFICATIONS:

KNOWLEDGE:
Requires a Bachelor's degree in Business Administration, Finance, Accounting or a related field.

LICENSE:
A Texas Workers' Compensation Adjuster License is required.

EXPERIENCE:
Three years of professional experience in Accounting, Finance or Workers' Compensation with at least two of the years in Worker's Compensation.

SPECIFICATIONS: (continued)

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

COMPLEXITY:
Work is somewhat complex and varied, may require the interpretation of technical and detailed guidelines, policies, and procedures.

IMPACT OF ACTIONS:
Errors in work could lead to significant expense and inconvenience. Work is typically performed under moderate to limited supervision with standard operating procedures. The incumbent functions under general review and at times autonomously, with the supervisor available to answer more difficult questions.

SUPERVISION EXERCISED:

Direct Supervision:
Although not a supervisory classification, occasionally a few positions may require supervisory responsibilities.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with Managers and Assistant Directors. Interaction requires substantial sensitivity and cooperation, e.g., basic project interaction.

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