CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 400.6

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

Pay Grade: 24

GENERAL SUMMARY:

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

RESPONSIBILITIES:

- Oversee workers' compensation activities for multiple departments including supporting the process of Designated Department Representative, 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.
- Analyzes and reviews workers' compensation practices and produces and develops recommendations for improvement.
- Remains current on the Workers' Compensation Act, city, and federal regulations to ensure the city complies with applicable laws and regulations.
- Interprets workers' compensation policies and oversees communication with department personnel regarding changes and/or updates to policies and regulations.
- Attends meetings and conferences as a representative of the department/division.
- Runs and analyzes reports and resolves payroll discrepancies.
- Provides workers' compensation support for complex medical cases.
- 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:
Four years professional experience in Finance, Accounting or Worker's Compensation are required; three years of which are in Worker's Compensation.

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

SPECIFICATIONS: (continued)

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.

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