

## **CLAIMS ASSISTANT REPRESENTATIVE WORKERS' COMPENSATION**

This position will investigate and adjust worker's compensation files involving simple to moderately complex injuries. Involves direct customer contact with claimants, health care providers, union representatives, attorneys, and others to successfully resolve claim inquires at each level of adjusting.

### **Essential Functions:**

- Investigate workers' compensation claim notices to determine appropriate action and compensability
- Contact injured employees, witnesses, employing departments and others to obtain information on the circumstances of the accident and obtain written/recorded statements
- Contact the disabled, injured employee within appropriate timeframes to determine medical condition and status of claim
- Contact medical providers (verbally and in writing) to determine current medical status of the injured employee and coordinate a return-to-work date
- Review medical reports and determine compensability of claim
- Review medical bills and make payments and permanent partial disability
- Perform data entry and payment calculations of benefits on mainframe system
- Respond to original correspondence and obtain, confirm, or document information

### **Required Knowledge, Skills & Abilities:**

- Experience using computer software including both pc network and mainframe applications
- Ability to communicate effectively both orally and in writing
- Ability to work cooperatively in a team environment
- Ability to handle stressful daily contact with a variety of customers and tasks
- Ability to work independently and make decisions
- Ability to handle and process a large volume of claims
- Knowledge of Medical Terminology

### **Requirements:**

- Five years of high-level technical office experience. Experience must include two years in worker's compensation or insurance performing claims approval or adjusting and customer service functions.
- Bachelor's degree or college coursework in finance, insurance, risk management, or related field may be substituted for work experience on a year-for-year basis. Relevant transcripts must be submitted at time of application.
- Residence in the City of Milwaukee is required within six months of appointment.
- Insurance claims adjusting experience in health, automobile, liability, or workers compensation is highly desirable.

**Current Salary Range (508) is \$29,955 to \$34,509 annually.**

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