

Minimum Qualification Specifications  
for the Class:

WORKERS' COMPENSATION CLAIMS FACILITATOR  
(WORKERS' COMP CLAIMS FACLTR)

**Prerequisite Knowledge and Abilities Required**

Knowledge of: Workers' compensation laws, regulations, procedures, benefits, rights and obligations of parties involved; workers' compensation claims management practices; insurance industry practices; applicable privacy protection laws, rules, and regulations; pertinent sources of information on medical terminology, treatment and care of industrial injuries; research methods and techniques; problem solving methods and evaluative techniques; interviewing methods and techniques; basic arithmetic (addition, subtraction, multiplication, division); and report writing.

Ability to: Interpret, apply and explain workers' compensation laws, rules, policies, procedures, and benefits; investigate, examine and monitor workers' compensation claims; identify problems and develop alternative solutions; establish and maintain effective working relationships; communicate effectively orally and in writing; prepare clear and concise correspondence and reports; and perform basic arithmetic calculations (addition, subtraction, multiplication, division).

**Basic Education Requirement**

Graduation from an accredited four (4) year college or university with a bachelor's degree.

Excess work experience as described under the Specialized Experience, below, or any other responsible administrative, professional or analytical work experience that provided knowledge, skills and abilities comparable to those acquired in four (4) years of successful study while completing a college or university curriculum leading to a baccalaureate degree may be substituted on a year-for-year basis. To be acceptable, the experience must have been of such scope, level and quality as to assure the possession of comparable knowledge, skills and abilities.

The education or experience background must also demonstrate the ability to write clear and comprehensive reports and other documents; read and interpret complex written material; and solve complex problems logically and systematically.

### **Experience Requirements**

Applicants must have had progressively responsible experience of the kind and quality, and in the amounts indicated below, or any equivalent combination of training and experience.

Specialized Experience: One and one-half (1-1/2) years of progressively responsible professional work experience in the area of workers' compensation including case management which demonstrated the ability to deal effectively with claimants, employers, and/or insurers, and provided the knowledge and abilities described above.

Non-qualifying Experience: Any clerical work experience, although it may be in the field of workers' compensation, is not qualifying.

### **Quality of Experience**

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

### **Selective Certification**

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

### **Tests**

Applicants may be required to qualify on an appropriate examination.

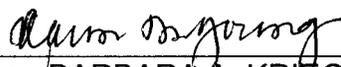
**Physical and Medical Requirements**

Applicants must be able to perform the essential functions of the position effectively and safely, with or without reasonable accommodation.

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This is an amendment to the minimum qualification specifications for the class WORKERS' COMPENSATION CLAIMS FACILITATOR (WORKERS' COMP CLAIMS FACLTR), which were approved on February 16, 2000.

DATE APPROVED: SEP 05 2013

  
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BARBARA A. KRIEG, Director  
Department of Human Resources Development