

**Marquez Brothers International, Inc.**  
**Job Description**

**Job Title:** Senior Workers Compensation Administrator

**Department:** Human Resources

**Reports To:** Human Resources Director

**FLSA Status:** Exempt

**Prepared Date:** 03052010

**Summary**

Senior Workers Compensation Administrator will direct and coordinate day to day activities involving claims, settlement decision in liaison with the company's workers compensation carriers as well as timely closing of claims. It will require extensive interaction with injured employees, medical care professionals, human resources personnel, supervisors, department of labor, legal counsel, investigators and other designated representatives. Tracks and reviews workers compensation claims to ensure they are reported in a timely manner and are in compliance with company policy and procedures. Develop, coordinate, implement and administer work procedures and policies for workers compensations claims.

**Essential Duties and Responsibilities** include the following. **Other duties may be assigned.**

Directs activities of workers investigating claims to ascertain validity of claims and extent of company liability.

Reviews employee accident reports and doctor reports for type of injury and length of time disabled.

Strategic analysis of workers compensation

Will be responsible for processing, managing, filing workers compensation claims

Requires knowledge of workers compensation and state law

Ensure compliance with OSHA and statutory reporting requirements

Works closely with broker and insurance carrier to properly review claims

Manages timely closing of claims

Monitors return to work for modified duty in liaison with human resources personnel

Reducing workers compensation claims

Work closely with human resources professionals, injured employees, legal counsel, as well as workers compensation carriers

Track and review workers compensation claims to ensure they are reported in a timely manner and in compliance with company policies and procedures

Develop, coordinate, implement and administer work procedures and policies for workers compensation claims.

**Supervisory Responsibilities** Work closely with site human resources professionals

**Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

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Analytical - Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Design - Generates creative solutions; Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget.

Technical Skills - Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Maintains confidentiality; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust.

Change Management - Communicates changes effectively; Builds commitment and overcomes resistance.

Leadership - Exhibits confidence in self and others; Accepts feedback from others.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Business Acumen - Understands business implications of decisions; Aligns work with strategic goals.

Cost Consciousness - Develops and implements cost saving measures; Conserves organizational resources.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values.

Strategic Thinking - Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgment - Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Looks for ways to improve and promote quality; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Adaptability - Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Seeks increased responsibilities; Looks for and takes advantage of opportunities.

Innovation - Displays original thinking and creativity; Generates suggestions for improving work; Develops innovative approaches and ideas.

**Qualifications** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience** Bachelors Degree and 5+ years experience

**Language Skills** Must be Bilingual: Fluent in Spanish (speak, read and write)

**Mathematical Skills**

Ability to add, subtracts, multiply, and divides in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs

**Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations

**Computer Skills**

To perform this job successfully, an individual should have knowledge of Internet software; Spreadsheet software, Excel Expert user, Word Processing software, PowerPoint Expert user and Working Knowledge of MSOutlook.

**Certificates, Licenses, Registrations**

Certification in workers compensation or demonstration of technical understanding

**Other Skills and Abilities**

Experience working with legal counsel, worker compensation carriers and litigated claims

**Other Qualifications**

Strong negotiation and persuasion skills

Attention to Detail

**Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand; walk; reach with hands and arms; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision and ability to adjust focus.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet