

Job Title: Clerk II, Workers' Compensation

Wage/Hour Status: Non-Exempt

Reports to: Director Risk Management

Pay Grade: 304

Dept./School: Risk Management

Date Revised: November 25, 2024

Primary Purpose

Provide customer service to District employees both in person and on the telephone in the administration of workers' compensation benefits. Assist department staff members with general clerical support, including typing, filing, and processing reports.

Qualifications

Education/Certification

High School Diploma/GED or higher education from an accredited institution of higher education

Special Knowledge/Skills

- Passing score on District's clerical set test
- Proficient records management skills
- Excellent organization, communication, public relations, and interpersonal skills
- Ability to use personal computers and business software for word processing and spreadsheets

Experience

Two (2) years' experience.

Major Responsibilities and Duties

1. Maintain current knowledge of effective customer service strategies.
2. Provide customer service both in person and on the telephone in the administration of workers' compensation benefits to school/department administrators, Workers' Compensation claimants, medical providers, pharmacies, Human Resource/Employee Benefits Departments, and claims adjusters with the third-party administrator.
3. Prepare files, reports, and documents related worker's compensation claims: (i.e., Employer's First Report of Injury, Supplemental report of Injury, Work Status Report).
4. Prepare the Temporary Income Benefits (TIBS) Excel spreadsheet sent to the Payroll Department to coordinate accrued leave balances in accordance with Board Policy CRE (LOCAL).
5. Prepare and submit reports to Risk Management Menu, Workers' Compensation Injury/Illness Report Entry.
6. Maintain confidentiality when working with sensitive materials and/or employee files.
7. Receive and distribute U.S. mail and interoffice mail.
8. Maintain storeroom to ensure adequate and updated supplies.
9. Uphold and adhere to District's safety rules, policies, and procedures.
10. Use judgment and discretion in planning work details.
11. Perform other duties as assigned by supervisor.

Supervisory Responsibilities

None

Equipment Used

Telephone, personal computer, printer, fax machine, copier, and calculator

Physical and Mental Job Requirements

Mental Demands/Physical Demands/Environmental Factors

Maintain emotional control under stress. Work with frequent interruptions; repetitive hand motions, proofreading of documents; excellent grammatical skills, occasional prolonged and irregular hours, prolonged use of computer.

Terms of Employment

221 days; hourly rate to be established by the Board of Trustees

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved: _____

Job Title: _____

Date: _____

Approved: _____

Job Title: _____

Date: _____

My supervisor has reviewed this job description with me and has provided me a copy

Employee: _____

Date: _____

The El Paso Independent School District does not discriminate in its educational programs or employment practices on the basis of race, color, age, sex, religion, national origin, marital status, citizenship, military status, disability, genetic information, gender stereotyping and perceived sexuality, or on any other basis prohibited by law. Inquiries concerning the application of Titles VI, VII, IX, and Section 504 may be referred to the District compliance officer, at 230 -2031; Section 504 inquiries regarding students may be referred to 504 Coordinator at 230-2856.

El Distrito Escolar Independiente de El Paso no discrimina en los programas de educación o en prácticas de empleo usando el criterio de raza, color, edad, sexo, religión, origen nacional, estado civil, ciudadanía, estado militar, discapacidad, información genética, estereotipo sexual o sexualidad percibida, u otra práctica prohibida por la ley. Preguntas acerca de la aplicación del título VI, VII o IX, y la Sección 504 pueden ser referidas al oficial del distrito, al 230-2031; preguntas sobre 504 tocante a estudiantes pueden ser referidas al oficial de 504 al, 230-2856.