

POSITION DESCRIPTION

AGENCY/DEPT ID

DIVISION OR INSTITUTION
HEARING SERVICESUNIT OR OFFICE
CLEVELAND REGIONAL OFFICECOUNTY OF EMPLOYMENT
CUYAHOGA

POSITION NUMBER

☐ Reclassification☐ New Position☒ UpdatePosition Hyperlinked to ☐

Agency Organizational Tree

USUAL WORKING TITLE OF POSITION
CLAIMS EXAMINER

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR

☒ Permanent
☐ Temporary
☐ Intermittent☒ Classified
☐ UnclassifiedOvertime: ☒ Eligible ☐ Exempt

Bargaining Unit 09

If FLSA Exempt, exemption type:

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NORMAL WORKING HOURS (Explain unusual or rotating shift):

FROM: 8:00 A.M.

TO: 5:00 P.M. HOURS MAY VARY

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
80	Under general supervision prepares 1 st and 2 nd level claim issues for hearings and hearing officer review using personal computer applications (CAS, ECM, Case Manager, Share Point, ICON, BWC applications) for data retrieval, verification, resolution, tracking & organization. Reviews issues according to established Workers' Compensation laws and Industrial Commission rules, policies and procedures. Utilizes time management skills to meet deadlines / legislative time frames. Captures issues, updates Position Control Number tracking and updates injured worker, claim / employer and representative information on CAS. Reviews / analyzes claim documents and images to determine pertinent data (hearing issues & levels, filing and order dates, claim allowances, involved parties, prior decisions, special docketing needs, etc.). Reviews for other related issues for docketing and consolidation as needed and or same earliest hearing dates. Re-indexes and proofreads documents to ensure an accurate hearing folder. Uploads and verifies accuracy of documents uploaded by internal / external customers to ensure an accurate hearing folder.	Knowledge of (13a) Industrial Commission office practices*, (13b) IC/BWC policies & procedures*, (14) IC/BWC rules & regulations*; Skills in (25b) Microsoft application & personal computer, Commission Adjudication System (CAS)*, Enterprise Content Management (ECM)*, Case Manager*, Industrial Commission Online Network (ICON)*, Share Point, BWC applications*, Microsoft Office Suite; Ability to (30f) deal with problems involving several variables in familiar context, (32l) maintain accurate records, (33e) gather, collate & classify information about data, people or things, (34f) handles sensitive inquiries from & contacts with officials & general public.
20	Answers inquiries from internal and external customers regarding the claims process / claims status. Backs up the customer service counter as assigned. Attends meetings. Completes timely recording of hours worked in the timekeeping system (e.g., Kronos, Excel). Logs miscellaneous time. Performs other related duties as required for operational efficiency. Must conduct themselves professionally at all times and in accordance with the IC's standards of customer service which require employees to act in a respectful and impartial manner while providing accurate information and timely issue resolution and abiding by the agency's Confidential Personal Information Policy.	Knowledge of 13a*, 13b*, 14*; Skills in 25b; Ability to 30f, (32r) prepare meaningful, concise & accurate reports, 33e, (34j) customer service /professionalism. (*) Developed after employment.

JOB TITLE
CLAIMS EXAMINER 2JOB CODE
16792

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE