

**MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION**

WORKERS' COMPENSATION ASSISTANT

JOB DESCRIPTION

Employees in this job process workers' disability compensation records, benefits, and claims.

There is one classification in this job.

Position Code Title – Workers' Compensation Assistant-E

Workers' Compensation Assistant E8

This is the experienced level. The employee serves as a lead worker, overseeing and performing a variety of tasks where the processing of workers' disability compensation records, benefits, and claims is a substantial and/or essential part of the work. The employee exercises independent judgment to make decisions where alternatives are determined by established policies and procedures.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Coordinates work by scheduling assignments and overseeing the work of other office support employees in a specific work area.

Oversees and assures the work quantity and quality by directing the employees' strict adherence to instructions and guidelines.

Reviews and determines work priorities for other office support employees in a specific work area.

Explains work instructions to other office support employees.

Checks case documents for completion and accuracy according to the Worker's Disability Compensation Act and Rules of Practice; if in error, notifies claimant and/or insurance carrier of appropriate corrections to be made.

Assigns worker disability cases to administrative law judges.

Schedules and/or confirms dates and times for early hearings to be heard before a workers' disability compensation representative.

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Adapts, if necessary, pertinent generalized instructions in order to meet the required needs of a specific work area.

Determines and assembles materials, composes, and may type special reports or periodic correspondence using instructions or guidelines of the specific work area.

Inputs, retrieves, updates, and deletes information from computer files using video data terminals.

Receives requests, searches pertinent records, selects proper informational material, or if indicated, determines other appropriate actions to be taken.

Receives and answers questions concerning the correct interpretation and application of specific work instructions or guidelines.

Resolves work related problems within established guidelines.

Performs mathematical calculations by hand or machine as required.

Performs related work as assigned.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

Considerable knowledge of workers' disability compensation terminology and practices.

Considerable knowledge of Workers' Disability Compensation Act and Rules of Practice guidelines.

Considerable knowledge of general office practices.

Considerable knowledge of correct English usage, spelling, and punctuation.

Ability to organize and coordinate the office support activities of a specific work area.

Ability to allocate work to other office support employees.

Ability to determine work priorities.

Ability to apply pertinent guidelines of the Workers' Disability Compensation Act and Rules of Practice to specific work situations.

Ability to select and compile data for correspondence or reports.

Ability to compose correspondence or reports.

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Ability to add, subtract, multiply, and divide arithmetical figures.

Ability to interpret instructions and guidelines for job performance.

Ability to abstract relevant and/or significant facts from case materials and data.

Ability to make decisions and take necessary actions.

Ability to resolve work related problems.

Ability to perform typing service as required for the work.

Ability to communicate effectively.

Ability to maintain composure during stressful situations occurring as a result of workloads and/or deadlines.

Working Conditions

None.

Physical Requirements

None.

Education

Educational level typically acquired through completion of high school.

Experience

Two years of administrative support experience, including one year equivalent to the intermediate level in state service, involving the processing of workers' disability compensation claims.

Special Requirements, Licenses, and Certifications

None.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

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JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

WORCMPAST

Job Code Description

Workers' Compensation Assistant

Position Title

Workers' Compensation Assistant-E

Position Code

WORCMAS

Pay Schedule

W41-008

ECP Group 1
Revised 7/1/06
EF