



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

WORKERS' COMPENSATION SPECIALIST

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Workers' Compensation Specialist	C10411	55	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

Workers Compensation Specialists handle all Workers' Compensation regulatory responsibilities for the agency, other than review and approval of workers compensation product filings.

Nature of Work

Workers Compensation Specialists, working at the Office of the Superintendent of Insurance, are responsible for all matters relating to the regulation of workers compensation other than product filings. Most of these matters involve the New Mexico Assigned Risk Pool, the handling of complaints and inquiries from employers regarding their workers compensation policies, and maintaining the Agency's Workers Compensation Safety Bonus program.

Distinguishing Characteristics of Levels

Examples of work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

- Monitors the New Mexico Workers' Compensation Assigned Risk Pool and its servicing carriers.
- Investigates and attempts to resolve workers compensation disputes (other than those relating to claims) involving insurance carriers, employers and the National Council on Compensation Insurance.
- Monitors trends in accident frequencies and experience modifiers of employers in the New Mexico Workers' Compensation Risk Pool.
- Publishes Safety Bonus Program pamphlet for employers describing the benefits and requirements of the Safety Bonus program.
- Oversees the Workers' Compensation Safety Bonus program by issuing safety bonus certificates to qualified employers and monitoring employer compliance with Safety Bonus programs that are already in existence.
- Organizes Workers' Compensation Board of Appeals meetings to provide a hearing venue for complex workers' compensation disputes.
- Serves as the agency representative on the Workers' Compensation Board of Appeals.
- Provides the general public, employers, insurance agents, state agencies, and legislators information concerning changes or amendments to regulations, department procedures, and/or workers' compensation laws.
- Prepares documentation on Workers' Compensation annual activities as part of the agency annual report.

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- Communicates and coordinates with the Workers Compensation Administration, the National Council on Compensation Insurance, the New Mexico Business & Labor Coalition, New Mexico Mutual and Mountain States Mutual on workers compensation matters.
- Refers and provides advice on fraudulent workers' compensation actions to the Insurance Fraud Bureau.
- Represents the state and provides advice to Assigned Risk Pool Board of Governors and National Council on Compensation Insurance (NCCI) at Board meetings.
- Attends Assigned Risk Pool Board meetings.
- Performs related duties as required.

Recommended Education and Experience for Full Performance

Bachelor's Degree in Business or Economics from an accredited college or university and four (4) years of experience in the field of workers compensation to include experience in the determination of workers compensation employment classifications, experience modifiers and premium determination as well as experience in workplace safety and OSHA.

Minimum Qualifications

Bachelor's Degree in Business or Economics from an accredited college or university and two (2) years of experience in the field of workers compensation. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling six (6) years may substitute for the required education and experience.

Knowledge and Skills

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Knowledge

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Law and Government — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Skills

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

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Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Negotiation — Bringing others together and trying to reconcile differences.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Statutory Requirements: N/A

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Non-exempt.

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 3/26/2014

Revised:

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.