



JOB DESCRIPTION **Employee Services Specialist**

JOB DESCRIPTION:

The Employee Services Specialist under the general supervision of the Executive Director for Human Resources and the immediate direction of the Director for Employee Services, maintains records and provides assistance to employee claims for Worker Compensation and unemployment and contributes to and supports the efficient operation of the benefits programs.

EDUCATIONAL / CERTIFICATION / EXPERIENCE REQUIREMENTS:

- High School Diploma or GED, some college preferred
- Three years lost time, workers' compensation claim handling, and/or unemployment experience, and/or related experience
- Must have valid driver's license, good driving record, and available transportation during entire workday to travel to sites in the greater San Antonio area
- Exceptional oral and written customer service oriented interpersonal relations and business skills
- Bilingual preferred

ADDITIONAL REQUIREMENTS:

- Skills testing will be required

KNOWLEDGE / SKILLS / ABILITIES:

- Ability to meet established deadlines
- Knowledge of workers, compensation laws, unemployment laws, TDI rules, and claims related procedures
- Working knowledge of medical and legal terminology, practices and procedures
- Skill in Windows-based database, word processing, spreadsheet, and presentation software applications (MS Office)
- Ability to handle multiple tasks, plan, and schedule priorities accordingly
- Working knowledge of Texas Workforce Commission procedures and rules
- Knowledge of public school policies and procedures

DUTIES AND RESPONSIBILITIES:

1. Respects the confidentiality of the position.
2. Monitors and interacts with third party claims administrator staff to ensure contractual compliance and adherence to accepted industry practices.
3. Prepares and files all reports required by the District and outside reporting agencies related to workers compensation and unemployment
4. Conducts training and education sessions for large and small staff groups on unemployment and workers compensation/occupational injury policies and procedures, employee orientation.
5. Serves as primary resource for administration of occupational injury Transitional Duty Program and leaves of absences.
6. Serves as primary point of contact for district staff workers' compensation and unemployment claims inquiries
7. Investigates and responds to unemployment claims, as well as represents District in Workforce Commission Appeal Hearings
8. Maintains filing of professional documents.
9. Coordinates "Shoes for Crews" program.
10. Investigates Worker's Comp injury claims.

11. Inputs all information to add Health Insurance premiums for all professional new hires in payroll database and online enrollment system.
12. Run TRAQS report on all professional new hires.
13. Solves problems and trouble shoots all health and benefit questions employees may have.
14. Creates and maintains professional benefit files.
15. The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills required.

WORKING CONDITIONS:

MENTAL DEMANDS: Ability to communicate effectively (verbally and written), concentrate, reason, understand verbal instructions, differentiate, read, coordinate, compile, compute, instruct, and maintain emotional control.

PHYSICAL DEMANDS: Ability to lift and/or carry light weight (under 15 pounds), reach, perform repetitive hand motions, hear and speak and possess visual acuity.

SUPERVISORY RESPONSIBILITIES:

None

EQUIPMENT USED:

Basic Office equipment

Paraprofessional Pay Grade: 8

Days: 226

Wage/Hour Status: Nonexempt

Updated: September 10, 2008

The Judson School District considers applicants for all positions without regard to race, color, national origin, age, religion, sex, marital or veteran status, the presence of a medical condition, disability, or any other legally protected status.