

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the City Clerk's office at (310) 618-2780. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting. [28CFR35.102-35.104 ADA Title II]

Direct questions or concerns to the Commission Liaison at (310) 618-2967 or individual department head prior to submission to the Commission. Parties will be notified if the complaint will be included on a subsequent agenda.

The Civil Service Commission is an advisory body to the City Council that meets on the second and fourth Mondays of each month at 6:00 p.m. in the Council Chambers and on other Mondays as required. All meetings are open to the public except for those portions related to personnel issues that under law may be considered in closed session.

**TORRANCE CIVIL SERVICE COMMISSION AGENDA  
MONDAY, SEPTEMBER 22, 2025  
REGULAR MEETING  
6:00 P.M. IN LeROY J. JACKSON COUNCIL CHAMBER  
AT 3031 TORRANCE BL.**

**CIVIL SERVICE COMMISSION MAY TAKE ACTION ON ANY ITEM  
LISTED ON THE AGENDA**

**1. CALL MEETING TO ORDER**

**ROLL CALL:** Commission members Adelsman, Hamada, Herring, Kartsonis, Kohus, Sasaki,  
Chair Lohnes

**2. FLAG SALUTE:**

**3. REPORT OF STAFF ON THE POSTING OF THE AGENDA**

The agenda was posted on the Public Notice Board at 3031 Torrance Bl. and on the City's Website on Wednesday, September 17, 2025.

**4. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS**

**5. ORAL COMMUNICATIONS**

*This portion of the meeting is reserved for comment on items under the Consent Calendar or items that are not on the agenda. Under the Ralph M. Brown Act, Commissioners cannot act on items raised during public comment, but may respond briefly to statements made or questions posed; request clarification; or refer the item to staff. Speakers under this Public Comment period will have no longer than 1 minute per speaker. Speakers please turn off or leave your cellular phone when you come to the podium to speak.*

**6. CONSENT CALENDAR**

*Matters listed under the Consent Calendar are considered routine and will be enacted by one motion and one vote. There will be no separate discussion of these items. If discussion is desired, that item will be removed by a Commissioner from the Consent Calendar and considered separately.*

**6A. Approve the Examination for Claims Technician.**

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Claims Technician examination on an open basis consisting of the following exam components and weights: Application Review (Qualifying), and an Oral Interview (100%). Staff is requesting approval for a three-month eligible list.

**7. ADMINISTRATIVE MATTERS**

**7A. Approve Revised Class Specification for Claims Technician.**

Recommendation of the Human Resources Director that your Honorable Body approve the revised class specification for Claims Technician and forward it to the City Council for approval.

**7B. Approve Revised Class Specification for Workers' Compensation Claims Examiner.**

Recommendation of the Human Resources Director that your Honorable Body approve the revised class specification for Workers' Compensation Claims Examiner and forward it to the City Council for approval.

**8. HEARINGS**

No Business to Consider.

**9. CLOSED SESSION**

No Business to Consider.

**10. COMMISSION ORAL COMMUNICATION**

**11. ADJOURNMENT**

**11A.** Adjournment of Civil Service Commission Meeting to Monday, October 13, 2025 at 6:00 p.m. in the Council Chamber.



Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR CLAIMS TECHNICIAN**

**RECOMMENDATION:**

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Claims Technician examination on open basis consisting of the following exam components and weights: Application Review (Qualifying), and an Oral Interview (100%). Staff is requesting approval for a three-month eligible list.

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Claims Technician. There is one (1) current vacancy in the Finance Department.


Anticipating approval by your Honorable Body tonight, and the City Council at their meeting on October 7, 2025, the revised Class Specification will appropriately reflect the position for the examination process.

The previous examination in 2020 was weighted as follows: Application Review (Qualifying), a Written Test (40%), and an Oral Interview (60%). Staff conducted an analysis of the previous exam components and it was determined that the knowledge and core competencies that are required for this position can be more effectively assessed using the following weights: Application Review (Qualifying) and Oral Interview (100%).

There is not a sufficient pool of internal candidates to qualify, therefore, an open recruitment is recommended.

Respectfully submitted,

HEDIEH KHAJAVI  
HUMAN RESOURCES DIRECTOR

By   
Alfredo Melgoza  
Principal Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Director

NOTED:

  
Brianne Cohen  
Civil Service Manager

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## Claims Technician

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### Definition

Under general supervision, performs responsible paraprofessional duties related to the risk management program which require a high degree of discretion and independent judgment; and performs other related duties as required.

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### Distinguishing Characteristics

Distinguished from the Workers' Compensation Claims Examiner in the level and scope of responsibility exercised and expertise required. Work requires incumbents to exercise judgment in selecting appropriate guidelines to follow; significant deviations require prior approval. Interpretation of administrative or operational policies is necessary.

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### Supervision Exercised/Received

The Claims Technician receives supervision from the Risk Manager or the Workers' Compensation Manager. Technical supervision may be received from the Workers' Compensation Claims Examiner.

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### Examples of Essential Duties:

*The following duties represent the principal job duties; however, they are not all inclusive.*

- Maintains claim records, loss and accident records, and logs on status of claims and accidents; and prepares statistical reports regarding claims, and loss and accident records.
- Establishes and monitors case files.
- Performs preliminary inquiry/investigation of accidents related to claims for benefits.
- Monitors status of claims and informs City departments of status of claims.
- Responds to questions and provides information to employees regarding workers' compensation benefits or to claimants regarding status of their claims and proper procedures for filing claims.
- Composes routine letters and reports.

### Liability

- Receives, logs and processes claims and accident reports and send them to the third party claims administrator (TPA) for processing.
- For low exposure claims, adjusts liability claims .
- Initiates billing requests to recover funds for damage to City property, by completing forms and reports on accidents and claims for damages to be forwarded to the insurance carrier.
- Acts as a liaison with the third party administrator (TPA), monitors and coordinates the investigation of claims and processing notices of rejection and/or insufficiency.
- Prepares claims watchlist for TPA and City Attorney quarterly meetings.
- Assists in the preparation of the annual insurance renewal and communicating with insurance brokers.
- Verifies that outside parties/agencies using City property for special events have met insurance requirements; verifies insurance requirements for film permit applications.
- Prepares status reports and informational items to City Council and City committees and boards and agenda items for approval of insurance coverage.

### Workers' Compensation

- Assist with claim process with supervision of Claims Examiner and Claims Manager.

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- Assists in the development of strategies on assigned cases.
- Monitors medical treatment/progress of employees and verifies return to work or modified work status with physician.
- Coordinates temporary light duty assignments by verifying work restrictions and release dates with physicians, employees and departments.
- Contacts physicians, medical facilities and pharmacies, as necessary, regarding treatment or billing and authorizes medical treatment as required.
- Assist with payment of medical bills and assists with processing of benefits and payments.
- Consults with physicians and attorneys as necessary.
- Completes and maintains records and reports required for workers' compensation claims and CAL/OSHA requirements.
- Assists with disability retirement processing.
- Coordinate benefit information with the claims examiner or third party claims administrator.
- Depending on assignment, may be required to adjust medical-only claims. Training will be provided for by the employer.

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### **Examples of Other Duties**

*The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:*

- Files and maintains a variety of records, forms and correspondence.
- Perform routine clerical duties, including processing mail, ordering office supplies, collating, copying, filing and faxing information.
- Attends division and department meetings as required.
- Serves on various committees as appropriate.
- Distributes notices, flyers, etc. as assigned.
- Performs related duties as required.

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### **QUALIFICATIONS GUIDELINES**

#### **Knowledge of:**

Applicable laws, policy provisions and procedures related to insurance industry practices;  
Liability claims and workers' compensation claims practices and claims adjustment;  
Workers' Compensation laws, rules and regulations and jurisdiction, functions and procedures of the Workers' Compensation Appeals Board (WCAB);  
Medical and technical terminology used in industrial injury cases;  
General principles of investigation and claims adjustment;  
Standard office practices, procedures and equipment;  
Computer software used in the processing of claims;  
City codes and ordinances, and administrative rules and regulations affecting departmental operations;  
Customer service techniques;  
City and Department Mission including strategic goals and objectives;  
General City operations.

#### **Core Competencies**

- Reading Comprehension – Understanding and using written information

- Analyzing & Interpreting Data – Drawing meaning and conclusions from quantitative or qualitative data
- Legal & Regulatory Navigation – Understanding, interpreting, and ensuring compliance with laws and regulations
- Adaptability – Responding positively to change and modifying behavior as the situation requires
- Learning Agility – Seeking learning opportunities and applying the lessons to one's work
- Attention to Detail – Focusing on the details of work content, work steps, and final work products
- Informing – Proactively obtaining and sharing information
- Relationship Building – Establishing rapport and maintaining mutually productive relationships
- Attention to Detail – Focusing on the details of work content, work steps, and final work products
- Self-Management – Showing personal organization, self-discipline, and dependability
- Writing – Communicating effectively in writing
- Professional Impact – Presenting self as a positive representative of the organization

**Education and Experience:**

*Any combination of education and experience that provides the knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:*

A bachelor's degree from an accredited college in business administration, public administration, risk management, human resources, or a closely related field

or

Two years of progressively responsible clerical or administrative experience which included duties requiring the use of initiative and independent judgment. Experience or training related to insurance, risk management or workers' compensation is preferred.

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**Special Requirements:**

*Performance of the essential duties of this position includes the following physical demands and/or working conditions:*

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; sufficient hand/eye coordination to perform skilled repetitive movements such as typing, data entry, filing and/or the use of calculators or other office equipment. May require the ability to climb a step stool and reach above shoulder level to remove or replace files, push or pull file carts, move files weighing 10 to 15 pounds from one location to another. May involve extensive video display terminal exposure. Ability to sit for extended periods, and occasional travel (eg: hearings or offsite meetings). Tasks require visual perception and discrimination and oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions. Exposure to stressful situations due to claimant interactions or litigation deadlines.

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**Career Ladder Information**

Experience gained in this classification supplemented by additional education or training may serve to meet the minimum requirements for promotion to the Workers' Compensation Claims Examiner.

Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: APPROVE REVISED CLASS SPECIFICATION FOR CLAIMS TECHNICIAN**

**RECOMMENDATION:**

Recommendation of the Human Resources Director that your Honorable Body approve the revised class specification for Claims Technician and forward it to the City Council for approval.

**BACKGROUND/ANALYSIS:**

The Finance Department requested a review of the class specification of Claims Technician to ensure that it accurately reflected the current duties of the position.

The class specification for Claims Technician was last revised in 2011. Staff reviewed the Claims Technician class specification and determined that changes were necessary to reflect the current functions of the position.

- The **Examples of Essential Duties Section** was revised to reflect the current needs of the position.
- The **Qualification Guidelines Section** was revised to reflect the necessary competencies of the position. Core competencies are utilized to provide the capabilities, knowledge, skills, and resources that constitute what is needed to be successful in the classification.
- The **License or Certificate, Education and Experience, and Special Requirement Sections** were revised to reflect the current needs of the position.

Staff has met and conferred with representatives of Torrance City Employees Association – (TCEA) who concur with the recommendation before your Honorable Body.

Respectfully submitted,

HEDIEH KHAJAVI  
HUMAN RESOURCES DIRECTOR

By   
Alfredo Melgoza  
Principal Human Resources Analyst

CONCUR:   
Hedieh Khajavi  
Human Resources Director

NOTED:   
Brianna Cohen  
Civil Service Manager

Attachment: A) Revised Class Specification for Claims Technician  
B) Existing Class Specification for Claims Technician  
C) Organizational Chart of the Finance Department

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## Claims Technician

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### Definition

Under general supervision, performs responsible paraprofessional duties related to the risk management program which require a high degree of discretion and independent judgment; and performs other related duties as required.

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### Distinguishing Characteristics

Distinguished from the Workers' Compensation Claims Examiner in the level and scope of responsibility exercised and expertise required. Work requires incumbents to exercise judgment in selecting appropriate guidelines to follow; significant deviations require prior approval. Interpretation of administrative or operational policies is necessary.

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### Supervision Exercised/Received

The Claims Technician receives supervision from the Risk Manager or the Workers' Compensation Manager. Technical supervision may be received from the Workers' Compensation Claims Examiner.

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### Examples of Essential Duties:

*The following duties represent the principal job duties; however, they are not all inclusive.*

- Maintains claim records, loss and accident records, and logs on status of claims and accidents; and prepares statistical reports regarding claims, and loss and accident records.
- Establishes and monitors case files.
- Performs preliminary inquiry/investigation of accidents related to claims for benefits.
- Monitors status of claims and informs City departments of status of claims.
- Responds to questions and provides information to employees regarding workers' compensation benefits or to claimants regarding status of their claims and proper procedures for filing claims.
- Composes routine letters and reports.

### Liability

- Receives, logs and processes claims and accident reports and send them to the third party claims administrator (TPA) for processing.
- For low exposure claims, Adjusts clear liability claims; low exposure claims.
- Initiates billing requests to recover funds for damage to City property, by completing forms and reports on accidents and claims for damages to be forwarded to the insurance carrier.
- ~~Prepares agenda and takes notes for Liability Claims Board meetings and does follow up regarding Board actions.~~
- Acts as a liaison with the third party administrator (TPA), monitors and coordinates the investigation of claims and processing notices of rejection and/or insufficiency reviews settlement recommendations within established guidelines.
- ~~Files applications for insurance and reviews proposals submitted in the bidding process for purchase of various types of insurance coverage or changes in coverage.~~
- Prepares claims watchlist for TPA and City Attorney quarterly meetings.
- Assists in the preparation of the annual insurance budget-renewal by estimating insurance renewal costs and communicating with insurance brokers.
- Verifies that outside parties/agencies using City property for special events have met insurance requirements; verifies insurance requirements for film permit applications.
- Prepares status reports and informational items to City Council and City committees and boards and agenda items for approval of insurance coverage.

## Workers' Compensation

- ~~Examines workers' compensation cases related to "medical only" claims and claims with lost time of 30 days or less and computes reserves for anticipated costs on claims handled. May handle mMedical oOnly / no lost time claims with no lost time in compliance with State regulations. —Assist with claim process with supervision of Claims Examiner and Claims Manager.~~
- Assists in the development of strategies on assigned cases.
- Monitors medical treatment/progress of employees and verifies return to work or modified work status with physician.
- Coordinates temporary light duty assignments by verifying work restrictions and release dates with physicians, employees and departments.
- Contacts physicians, medical facilities and pharmacies, as necessary, regarding treatment or billing and authorizes medical treatment as required.
- ~~Arranges Assist withfor~~ payment of medical bills and ~~assists with handles the~~ processing of ~~temporary and permanent disability compensation~~benefits and payments.
- Consults with physicians and attorneys as necessary.
- ~~Completes and maintains records and reports required for workers' compensation claims and CAL/OSHA requirements.~~
- ~~Assists with the Industrial dDisability rRetirement processing.~~
- ~~Coordinate benefit information with the claims examiner or third party claims' administrator.~~
- ~~Depending on assignment, may be required to adjust medical-only claims. Training will be provided -for by the employer.~~

## **Examples of Other Duties**

*The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:*

- Files and maintains a variety of records, forms and correspondence.
- Perform routine clerical duties, including processing mail, ordering office supplies, collating, copying, filing and faxing information.
- Attends division and department meetings as required.
- Serves on various committees as appropriate.
- Distributes notices, flyers, etc. as assigned.
- Performs related duties as required.

## **QUALIFICATIONS GUIDELINES**

### **Knowledge of:**

Applicable laws, policy provisions and procedures related to insurance industry practices;  
Liability claims and workers' compensation claims practices and claims adjustment;  
Workers' Compensation laws, rules and regulations and jurisdiction, functions and procedures of the Workers' Compensation Appeals Board (WCAB);  
Medical and technical terminology used in industrial injury cases;  
General principles of investigation and claims adjustment;  
Standard office practices, procedures and equipment;  
Computer software used in the processing of claims;  
City codes and ordinances, and administrative rules and regulations affecting departmental operations;  
Customer service techniques;  
City and Department Mission including strategic goals and objectives;  
General City operations.

### **Core Competencies**

- Reading Comprehension – Understanding and using written information
- Analyzing & Interpreting Data – Drawing meaning and conclusions from quantitative or qualitative data
- Legal & Regulatory Navigation – Understanding, interpreting, and ensuring compliance with laws and regulations
- Adaptability – Responding positively to change and modifying behavior as the situation requires
- Learning Agility – Seeking learning opportunities and applying the lessons to one's work
- Attention to Detail – Focusing on the details of work content, work steps, and final work products
- Informing – Proactively obtaining and sharing information
- Relationship Building – Establishing rapport and maintaining mutually productive relationships
- Attention to Detail – Focusing on the details of work content, work steps, and final work products
- Self-Management – Showing personal organization, self-discipline, and dependability
- Writing – Communicating effectively in writing
- Professional Impact – Presenting self as a positive representative of the organization

### **Ability to:**

- Establish and maintain effective working relationships with all levels of City employees, physicians, attorneys, insurance administrators and the public with a customer service orientation exercising tact and judgment in difficult or sensitive situations;
- Perform complex paraprofessional duties requiring a high degree of initiative and independent judgment with limited supervision;
- Perform preliminary investigation of accidents and claims for benefits or damages;
- Develop and maintain accurate recordkeeping systems;
- Maintain confidential information and records;
- Collect and compile information and data;
- Complete accident and insurance forms summarizing written and verbal information;
- Learn and use computer software in use by the City for claims processing;
- Interpret and effectively communicate, orally and in writing, policies and procedures;
- Compose letters, reports, memorandums, forms, charts and agenda items using proper grammar, spelling and punctuation;
- Understand and carry out complex oral and written instructions;
- Perform basic mathematical computations (addition, subtraction, multiplication and division).

### **License or Certificate**

#### **Workers' Compensation Positions:**

Must possess and maintain certification as a Claims Adjuster through one of the following:

- ~~Completion of 160 hours total with a minimum of 120 hours in classroom (remaining 40 hours can be classroom or on-the-job training as determined by employer); OR~~
- ~~Designation by an insurer who certifies that there is five years on-the-job adjusting experience within the past eight years; OR~~
- ~~Successfully passed the California State self-insured exam and worked continuously as an adjuster since passing the exam.~~

### **Education and Experience:**

*Any combination of education and experience that provides the knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:*

A bachelors degree from an accredited college in business administration, public administration, risk management, human resources, or a closely related field

or

Three-Two years of progressively responsible clerical or administrative experience which included duties requiring the use of initiative and independent judgment. Experience or training related to insurance, risk management or workers' compensation is preferred.

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**Special Requirements:**

*Performance of the essential duties of this position includes the following physical demands and/or working conditions:*

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; sufficient hand/eye coordination to perform skilled repetitive movements such as typing, data entry, filing and/or the use of calculators or other office equipment. May require the ability to climb a step stool and reach above shoulder level to remove or replace files, push or pull file carts, move files weighing 3-10 to 15 pounds from one location to another. May involve extensive video display terminal exposure. Ability to sit for extended periods, and occasional travel (eg: hearings or offsite meetings). Tasks require visual perception and discrimination and oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions. Exposure to stressful situations due to claimant interactions or litigation deadlines.

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**Career Ladder Information**

Experience gained in this classification supplemented by additional education or training may serve to meet the minimum requirements for promotion to the Workers' Compensation Claims Examiner.

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## Claims Technician

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### Definition

Under general supervision, performs responsible paraprofessional duties related to the risk management program which require a high degree of discretion and independent judgment; and performs other related duties as required.

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### Distinguishing Characteristics

Distinguished from the Workers' Compensation Claims Examiner in the level and scope of responsibility exercised and expertise required. Work requires incumbents to exercise judgment in selecting appropriate guidelines to follow; significant deviations require prior approval. Interpretation of administrative or operational policies is necessary.

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### Supervision Exercised/Received

The Claims Technician receives supervision from the Risk Manager or the Workers' Compensation Manager. Technical supervision may be received from the Workers' Compensation Claims Examiner.

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### Examples of Essential Duties:

*The following duties represent the principal job duties; however, they are not all inclusive.*

- Maintains claim records, loss and accident records, and logs on status of claims and accidents; and prepares statistical reports regarding claims, and loss and accident records.
- Establishes and monitors case files.
- Performs preliminary inquiry/investigation of accidents related to claims for benefits.
- Monitors status of claims and informs City departments of status of claims.
- Responds to questions and provides information to employees regarding workers' compensation benefits or to claimants regarding status of their claims and proper procedures for filing claims.
- Composes routine letters and reports.

### Liability

- Receives, logs and processes claims and accident reports.
- Adjusts clear liability, low exposure claims.
- Initiates billing requests to recover funds for damage to City property, by completing forms and reports on accidents and claims for damages to be forwarded to the insurance carrier.
- Prepares agenda and takes notes for Liability Claims Board meetings and does follow up regarding Board actions.
- Acts as a liaison with the third party administrator (TPA), monitors and coordinates the investigation of claims and reviews settlement recommendations within established guidelines.
- Files applications for insurance and reviews proposals submitted in the bidding process for purchase of various types of insurance coverage or changes in coverage.
- Assists in the preparation of the annual insurance budget by estimating insurance renewal costs and communicating with insurance brokers.
- Verifies that outside parties/agencies using City property for special events have met insurance requirements; verifies insurance requirements for film permit applications.
- Prepares status reports and informational items to City Council and City committees and boards and agenda items for approval of insurance coverage.

### Workers' Compensation

- Examines workers' compensation cases related to "medical only" claims and claims with lost time of 30 days or less and computes reserves for anticipated costs on claims handled.
  - Assists in the development of strategies on assigned cases.
  - Monitors medical treatment/progress of employees and verifies return to work or modified work status with physician.
  - Coordinates temporary light duty assignments by verifying work restrictions and release dates with physicians, employees and departments.
  - Contacts physicians, medical facilities and pharmacies, as necessary, regarding treatment or billing and authorizes medical treatment as required.
  - Arranges for payment of medical bills and handles the processing of temporary and permanent disability compensation.
  - Consults with physicians and attorneys as necessary.
  - Completes and maintains records and reports required for workers' compensation claims and CAL/OSHA requirements.
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### **Examples of Other Duties**

*The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:*

- Files and maintains a variety of records, forms and correspondence.
  - Perform routine clerical duties, including processing mail, ordering office supplies, collating, copying, filing and faxing information.
  - Attends division and department meetings as required.
  - Serves on various committees as appropriate.
  - Distributes notices, flyers, etc. as assigned.
  - Performs related duties as required.
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## **QUALIFICATIONS GUIDELINES**

### **Knowledge of:**

Applicable laws, policy provisions and procedures related to insurance industry practices;  
Liability claims and workers' compensation claims practices and claims adjustment;  
Workers' Compensation laws, rules and regulations and jurisdiction, functions and procedures of the Workers' Compensation Appeals Board (WCAB);  
Medical and technical terminology used in industrial injury cases;  
General principles of investigation and claims adjustment;  
Standard office practices, procedures and equipment;  
Computer software used in the processing of claims;  
City codes and ordinances, and administrative rules and regulations affecting departmental operations;  
Customer service techniques;  
City and Department Mission including strategic goals and objectives;  
General City operations.

### **Ability to:**

Establish and maintain effective working relationships with all levels of City employees, physicians, attorneys, insurance administrators and the public with a customer service orientation exercising tact and judgment in difficult or sensitive situations;  
Perform complex paraprofessional duties requiring a high degree of initiative and independent judgment with limited supervision;  
Perform preliminary investigation of accidents and claims for benefits or damages;  
Develop and maintain accurate recordkeeping systems;  
Maintain confidential information and records;  
Collect and compile information and data;

Complete accident and insurance forms summarizing written and verbal information;  
Learn and use computer software in use by the City for claims processing;  
Interpret and effectively communicate, orally and in writing, policies and procedures;  
Compose letters, reports, memorandums, forms, charts and agenda items using proper grammar, spelling and punctuation;  
Understand and carry out complex oral and written instructions;  
Perform basic mathematical computations (addition, subtraction, multiplication and division).

### **License or Certificate**

#### Workers' Compensation Positions:

Must possess and maintain certification as a Claims Adjuster through one of the following:

- Completion of 160 hours total with a minimum of 120 hours in classroom (remaining 40 hours can be classroom or on-the-job training as determined by employer); OR
- Designation by an insurer who certifies that there is five years on-the-job adjusting experience within the past eight years; OR
- Successfully passed the California State self-insured exam and worked continuously as an adjuster since passing the exam.

### **Education and Experience:**

*Any combination of education and experience that provides the knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:*

Three years of progressively responsible clerical or administrative experience which included duties requiring the use of initiative and independent judgment. Experience or training related to insurance, risk management or workers' compensation is preferred.

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### **Special Requirements:**

*Performance of the essential duties of this position includes the following physical demands and/or working conditions:*

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; sufficient hand/eye coordination to perform skilled repetitive movements such as typing, data entry, filing and/or the use of calculators or other office equipment. May require the ability to climb a step stool and reach above shoulder level to remove or replace files, push or pull file carts, move files weighing 3 to 5 pounds from one location to another. May involve extensive VDT exposure. Tasks require visual perception and discrimination and oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

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### **Career Ladder Information**

Experience gained in this classification supplemented by additional education or training may serve to meet the minimum requirements for promotion to the Workers' Compensation Claims Examiner.

CITY OF TORRANCE  
 Organizational Chart  
 Finance Department



Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: APPROVE REVISED CLASS SPECIFICATION FOR WORKERS' COMPENSATION CLAIMS EXAMINER**

**RECOMMENDATION:**

Recommendation of the Human Resources Director that your Honorable Body approve the revised class specification for Workers' Compensation Claims Examiner and forward it to the City Council for approval.

**BACKGROUND/ANALYSIS:**

The Finance Department requested a review of the class specification of Workers' Compensation Claims Examiner to ensure that it accurately reflected the current duties of the position.

The class specification for Workers' Compensation Claims Examiner was last revised in 2005. Staff reviewed the Workers' Compensation Claims Examiner class specification and determined that changes were necessary to reflect the current functions of the position.

- The **Qualification Guidelines Section** was revised to reflect the necessary competencies of the position. Core competencies are utilized to provide the capabilities, knowledge, skills, and resources that constitute what is needed to be successful in the classification.

Respectfully submitted,

HEDIEH KHAJAVI  
HUMAN RESOURCES DIRECTOR

By   
Alfredo Melgoza  
Principal Human Resources Analyst

CONCUR:



Hedieh Khajavi  
Human Resources Director

NOTED:



Brianne Cohen  
Civil Service Manager

Attachment: A) Revised Class Specification for Workers Compensation Claims Examiner  
B) Existing Class Specification for Workers Compensation Claims Examiner  
C) Organizational Chart of the Finance Department

**7B**

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## Workers' Compensation Claims Examiner

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**Definition:**

Under direction, performs professional and technical duties including adjusting, analyzing and resolving claims for workers' compensation benefits; and performs related work as required.

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**Distinguishing Characteristics:**

This classification encompasses the journey level to the advanced journey/senior level. Incumbents at the journey level class perform a full range of complex tasks and work within a framework of established procedures with only occasional instruction or assistance. Work is reviewed upon completion and for overall results. Interpretation of general administrative or operational policies is necessary.

Incumbents at the advanced journey/senior level perform the most complex tasks and possess a significant level of specialized, technical and functional expertise. Incumbents exercise independent judgement in the performance of duties, with great latitude in determining work methods and assignment requirements. Work may require the development of recommendations consistent with directives, policies and regulations. Incumbents at this level can assume responsibility for the program when the Workers' Compensation Administrator is not available.

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**Supervision Exercised/Received:**

Receives direction from the Workers' Compensation ~~Administrator~~ Manager; may provide technical direction to Claims Technicians or other lower-level staff.

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**Examples of Essential Duties:**

*The following duties represent the principal job duties; however, they are not all inclusive.*

When assigned to journey level positions:

- Reviews, examines and adjusts workers' compensation claims.
- Establishes claims reserve levels and verifies documentation and accuracy and monitors reserves for appropriate changes as necessary.
- Authorizes hospitalization, surgery, and other types of treatment as required.
- Authorizes appropriate payments of medical bills, temporary and permanent disability compensation and death benefits within pre-established authorization limits.
- Reviews and processes bills for payment in accordance with established fee schedules and contractual agreements with providers of service.
- Consults with and monitors providers of service such as legal counsel and medical and vocational rehabilitation professionals.
- Completes and maintains records and reports required for workers' compensation claims.
- Explains benefits and legal rights under applicable codes, City policies and Memoranda of Understanding provisions to employees.
- Computes Permanent Disability ratings.
- Coordinates the resolution of ~~non-litigated~~ non-litigated claims by preparing legal documents such as Stipulations with Request for Award and Compromises and Release Agreements, attending conferences and hearings and negotiating settlements within specific limits of authority.
- Reviews, processes and prepares a variety of claim file documents, identifies issues and ensures adherence to California Labor Code and regulatory requirements.

- Facilitates the return of injured workers by advising management of workers' compensation procedures and benefits and return to work programs.
- Evaluates and calculates the costs of Stipulated Findings and Awards.
- Reviews, files, and does follow-up on subrogation claims, files excess insurance claims.
- Assists in the development of strategies on assigned cases.
- Assists in the preparation of litigated cases.

In addition to the duties listed above, incumbents at the advanced journey/senior level perform the following:

- Reviews, examines and adjusts complex, sensitive and/or catastrophic workers' compensation claims.
- Assists in the negotiation of settlements for controversial and ~~high-cost~~high-cost claims.
- Advises and makes recommendations to managers and supervisors regarding the impact regarding workers' compensation benefits.
- Coordinates Workers' Compensation program activities and services with those of other departments and outside agencies and organizations
- Makes ~~recommendations'~~recommendations regarding departmental systems and procedures, goals and objectives, and short and long range planning.
- May assign, review and coordinate the work of Workers' Compensation Claims staff; and train other staff members in a variety of areas.
- Participates as a member on interdepartmental teams and committees as required.
- Keeps abreast of current workers' compensation practices, laws and regulations, and literature.
- Prepares various status, analytical and technical reports and correspondence.

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### **Examples of Other Duties**

*The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:*

- Attends division and department meetings as required.
- Serves on various committees as appropriate.
- Distributes notices, flyers, etc. as assigned.
- Perform related duties as required.

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### **Minimum Qualification Guidelines**

#### **Knowledge of:**

- California Workers' Compensation laws and the procedures and regulations of the Administrative Director, Division of Workers' Compensation.
- Jurisdiction, functions, and procedures of the Workers' Compensation Appeals Board.
- Relevant workers' compensation case law.
- Principles and practices of negotiations and claim settlement procedures and techniques.
- Principles and procedures used to set reserve amounts.
- Investigation and settlement techniques and practices.
- Medical terminology, vocational rehabilitation requirements and procedures of claims management and control.
- City policy on light duty, modified work and safety disability retirement programs.
- City codes and ordinances, and administrative rules and regulations affecting departmental operations.
- Customer service techniques.
- City and Department Mission including strategic goals and objectives.
- General City operations.

### **Competencies**

- Analyzing & Interpreting Data – Drawing meaning and conclusions from quantitative or qualitative data
- Legal & Regulatory Navigation – Understanding, interpreting, and ensuring compliance with laws and regulations
- Professional & Technical Expertise – Applying technical subject matter to the job
- Professional Integrity & Ethics – Displaying honesty, adherence to principles, and personal accountability
- Attention to Detail – Focusing on the details of work content, work steps, and final work products
- Writing – Communicating effectively in writing
- Informing – Proactively obtaining and sharing information
- Relationship Building – Establishing rapport and maintaining mutually productive relationships
- Professional Impact – Presenting self as a positive representative of the organization
- Teamwork – Collaborating with others to achieve shared goals
- Leadership – Guiding and encouraging others to accomplish a common goal
- Project Management – Ensuring that projects are on-time, on-budget, and achieve their objectives

### **Ability to:**

- ~~Understand, interpret, and apply workers' compensation and disability retirement laws, regulations, and procedures including applicable Memoranda of Understanding provisions.~~
- ~~Organize and manage accurate files and records.~~
- ~~Understand, interpret and apply State Labor Code and workers' compensation case law.~~
- ~~Learn and utilize specialized computer software applications.~~
- ~~Adjust and manage workers' compensation claims.~~
- ~~Write case histories; reports, and letters.~~
- ~~Understand, interpret, apply and explain laws, codes, regulations, policies and procedures related to the Workers' Compensation program to employees, supervisors and management staff.~~
- ~~Communicate clearly and concisely, orally and in writing.~~
- ~~Evaluate and rate permanent disability cases.~~
- ~~Establish and maintain effective working relationships with City employees, elected and appointed City officials, vendors and the public.~~
- ~~Collect and analyze data and make appropriate recommendations.~~
- ~~Work independently with frequent interruptions.~~
- ~~Shift priorities as departmental workload demands require and meet deadlines.~~
- ~~Maintain confidentiality and exercise sound judgment.~~
- ~~Understand and carry out oral and written directions.~~
- ~~Learn and utilize new skills and information to improve job performance and efficiency.~~

### **License or Certificate:**

Must possess and maintain an appropriate, valid California driver's license.

Incumbents appointed after January 2005 must possess and maintain a State of California Self-Insurance Plan Certificate and the appropriate certification of competency as required by the State of California

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### **Education and Experience:**

Any combination of education and experience that provides the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:

Graduation from high school or equivalent supplemented by college level coursework in workers' compensation, insurance, business or public administration, or a related field ~~that included a permanent disability rating course~~; and two years of recent progressively responsible experience adjusting workers' compensation claims.

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### **Special Requirements**

*Performance of the essential duties of this position includes the following physical demands and/or working conditions:*

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area to another; requires sufficient hand/eye coordination to perform repetitive movements, such as typing, filing, and the use of commonly used office machines and supplies; may involve extensive VDT exposure. Tasks require visual perception and discrimination as well as oral communication ability.

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### **Career Ladder Information**

Experience gained in this classification may serve to meet the minimum requirements for promotion to Workers' Compensation ~~Administrator~~Manager.

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## Workers' Compensation Claims Examiner

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### Definition:

Under direction, performs professional and technical duties including adjusting, analyzing and resolving claims for workers' compensation benefits; and performs related work as required.

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### Distinguishing Characteristics:

This classification encompasses the journey level to the advanced journey/senior level. Incumbents at the journey level class perform a full range of complex tasks and work within a framework of established procedures with only occasional instruction or assistance. Work is reviewed upon completion and for overall results. Interpretation of general administrative or operational policies is necessary.

Incumbents at the advanced journey/senior level perform the most complex tasks and possess a significant level of specialized, technical and functional expertise. Incumbents exercise independent judgement in the performance of duties, with great latitude in determining work methods and assignment requirements. Work may require the development of recommendations consistent with directives, policies and regulations. Incumbents at this level can assume responsibility for the program when the Workers' Compensation Administrator is not available.

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### Supervision Exercised/Received:

Receives direction from the Workers' Compensation Administrator; may provide technical direction to Claims Technicians or other lower-level staff.

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### Examples of Essential Duties:

*The following duties represent the principal job duties; however, they are not all inclusive.*

#### When assigned to journey level positions:

- Reviews, examines and adjusts workers' compensation claims.
  - Establishes claims reserve levels and verifies documentation and accuracy and monitors reserves for appropriate changes as necessary.
  - Authorizes hospitalization, surgery, and other types of treatment as required.
  - Authorizes appropriate payments of medical bills, temporary and permanent disability compensation and death benefits within pre-established authorization limits.
  - Reviews and processes bills for payment in accordance with established fee schedules and contractual agreements with providers of service.
  - Consults with and monitors providers of service such as legal counsel and medical and vocational rehabilitation professionals.
  - Completes and maintains records and reports required for workers' compensation claims.
  - Explains benefits and legal rights under applicable codes, City policies and Memoranda of Understanding provisions to employees.
  - Computes Permanent Disability ratings.
  - Coordinates the resolution of non litigated claims by preparing legal documents such as Stipulations with Request for Award and Compromises and Release Agreements, attending conferences and hearings and negotiating settlements within specific limits of authority.
  - Reviews, processes and prepares a variety of claim file documents, identifies issues and ensures adherence to California Labor Code and regulatory requirements.
  - Facilitates the return of injured workers by advising management of workers' compensation procedures and benefits and return to work programs.
- 
- Evaluates and calculates the costs of Stipulated Findings and Awards.

- Reviews, files, and does follow-up on subrogation claims, files excess insurance claims.
- Assists in the development of strategies on assigned cases.
- Assists in the preparation of litigated cases.

In addition to the duties listed above, incumbents at the advanced journey/senior level perform the following:

- Reviews, examines and adjusts complex, sensitive and/or catastrophic workers' compensation claims.
- Assists in the negotiation of settlements for controversial and high cost claims.
- Advises and makes recommendations to managers and supervisors regarding the impact regarding workers' compensation benefits.
- Coordinates Workers' Compensation program activities and services with those of other departments and outside agencies and organizations
- Makes recommendations' regarding departmental systems and procedures, goals and objectives, and short and long range planning.
- May assign, review and coordinate the work of Workers' Compensation Claims staff; and train other staff members in a variety of areas.
- Participates as a member on interdepartmental teams and committees as required.
- Keeps abreast of current workers' compensation practices, laws and regulations, and literature.
- Prepares various status, analytical and technical reports and correspondence.

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### **Examples of Other Duties**

*The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:*

- Attends division and department meetings as required.
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### **Minimum Qualification Guidelines**

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#### **Ability to:**

- Understand, interpret, and apply workers' compensation and disability retirement laws, regulations, and procedures including applicable Memoranda of Understanding provisions.
- Organize and manage accurate files and records.

- Understand, interpret and apply State Labor Code and workers' compensation case law.
- Learn and utilize specialized computer software applications.
- Adjust and manage workers' compensation claims.
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**Career Ladder Information**

Experience gained in this classification may serve to meet the minimum requirements for promotion to Workers' Compensation Administrator.

CITY OF TORRANCE  
 Organizational Chart  
 Finance Department

