



WC Claims Manager

Job Description

Claims Manager: Manage all Workers Compensation reporting and assist Department Personnel in General Liability, Auto, Theft, and Builders Risk reporting. Provide Worker's Compensation case management in coordination with Return to Work Coordinator and/or employee, health care providers, and project supervisor. Maintain OSHA required injury and illness records and calculate OSHA rates for internal and external reporting. Reports to and assists Vice President of Risk Management / General Counsel (VPRM).

Job Classification and Hours: The WC Claims Manager is a Salaried / Exempt Employee of Andersen Construction. The Employee is expected to work Monday through Friday in office during established business hours. Communication and reporting after normal business hours may be necessary and is expected.

Essential Functions of Job:

- Regular and Reliable In-Office Attendance / Presence
- Knowledge of office management systems and procedures
- Proficiency in MS Office (MS Excel, MS Power Point)
- Excellent time management skills and ability to prioritize work
- Attention to detail and problem-solving skills
- Excellent oral and written communication skills
- Strong organizational skills with the ability to multi-task
- Maintains strict confidentiality of all Personnel and Legal Matters
- Working knowledge of Company Return to Work Program
- Certified OSHA 30 and Proficient in OSHA Reporting and Record Keeping

Preferred Certifications (Construction Risk and Insurance Specialist (CRIS) Program)

- Fundamentals of Construction Risk Management and Insurance Certification
- Commercial Liability for Contractors Certification
- Property Insurance for Contractors
- Workers Compensation for Contractors

Responsibilities:

1. **Injury Case Management:** Manages the Workers' Compensation Program and Case Management follow-up. Responsibilities include:

Case Management

- Develops and maintains close communication with medical providers providing services for injured employees and serves as a liaison between medical providers, injured employees, and department supervisors
- Meets with new Occupational clinics, sets up communication and protocols with local and out of town clinics for specific job locations
- Reviews Incident Reports completed by Field Team and EHS Personnel and follows up as necessary to obtain additional detail
- Manages Return to Work Program
 - Facilitates light duty assignments for injured employee workers (IW)
 - Coordinates with Field Supervisor to create a light duty job description for IW
 - Sends Job Analysis to doctor's office for signature



- Composes job offer letters and dispatches per ORS regulations
- Follows up with Third Party Adjuster (TPA) and/or Physician on the status of IWs workers after each doctor appointment
- Monitors IW doctor appointments and IW time cards
 - Oregon and Idaho: Approve payment for up to five (5) hours per week for time lost due to appointments
- Consults / Directs / Monitors activities and performance of TPA (OR/WA) and AGC Retro Specialists (WA) regarding claims
- Prepares Employer at Injury and Preferred Worker Program reimbursement requests

Reporting

- Timely Reports Insured OR/WA Claims into Risx-Facs
- Assists in Daily Maintenance of Incident Log and Distributes to VPRM Weekly
- For Employee Recordable Injuries:
 - Completes / Distributes Recordable Injury Incident Reports to Executive Management and appropriate Regional Corporate Leaders
- Updates OSHA Logs Weekly and Distributes Logs for all companies in all locations
- Completes and files OSHA surveys with State of Oregon
- Generates Worker's Compensation Statistics Reports, as requested by VPRM
- Assists in providing Business Development/Marketing and/or Project Managers with legal and claim statistics when needed

2. Liability and Property Claims Management Assistance: Provides assistance to Liability Claims Manager, as necessary, in management of Liability and Property Claims.

3. Litigation Support: Provides assistance to VPRM in management of litigation.

- Reviews and organize litigation files for proper handling and documentation.
- Communicates with Project Team to obtain information related to litigation claims
- Assists VPRM in responding to document requests
- Assists VPRM in management of outside counsel and billing oversight

4. General Department Support: Provides assistance to VPRM in administration / management of Department Programs. Responsibilities include, but are not limited to:

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| • I-9 Audits | • Driver Eligibility Audits |
| • Bond Management | • Project Audits |
| • Insurance Certificate Management | • Jobsite Specific Background Checks |

5. Compliance Policies: Provides assistance and support to VPRM in review and revision of Corporate Compliance Policies.