



Lead Disability and Workers' Compensation Payment Coordinator

Job Description

JOB INFORMATION

Job Code:	117153
Job Title:	Lead Disability and Workers' Compensation Payment Coordinator
FLSA Status:	Non-Exempt
Supervisory:	Leads one or more employees performing similar work.
Job Family:	HR Administration
Job Family Group:	Human Resources
Management Level:	8 Individual Contributor
Lead Disability and Workers' Compensation Payment Coordinator	

JOB SUMMARY

Provides guidance and direction for disability and workers' compensation payment coordinators in the administration of disability and workers' compensation benefit payments. Manages and maintains accurate records of payments and accommodations, facilitates the paid family leave program and the faculty paid parental leave program, investigates and resolves disability and workers' compensation payment matters, and assists with developing and delivering training programs for managers and employees.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		3 years	
	X	5 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Directly related disability experience.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Knowledge of and ability to interpret regulations and policies and procedures.
X		Strong communication and interpersonal skills.
X		Background in disability management.
	X	Demonstrated experience in disability and payroll.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		CPDM (Certified Professional Disability Management) designation.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Provides guidance and direction to disability and workers' compensation payment coordinators. Administers disability and workers' compensation payments, coordinating with internal and external stakeholders to process, approve, and manage disability and leave payments (e.g., short-term disability, long-term disability, paid family leave, workers' compensation, etc.).				
Facilitates the paid family and faculty paid parental leave programs, assisting with relevant expense transfers, eligibility verification, registration, and payment reimbursements. Liaises with university and third-party stakeholders (e.g., payroll, benefits, third-party administrators) to assist employees before, during, and after periods of leave, ensuring payments and benefits are up to date. Processes adjustments (e.g., overpayments, late payments); facilitates audits; and ensures accuracy of information in records and systems (e.g., Workday).				
Manages and maintains accurate records of disability and workers' compensation payments and accommodations, tracking employee leave and disability statuses and providing reports to management as needed.				
Investigates and resolves disability and workers' compensation payment matters. Establishes and verifies history of payments and eligibility of benefits and identifies and executes a course of action to resolve issues. Partners with third-party administrators to ensure compliance with local and national rules and regulations.				
Assists with developing and delivering training programs for managers and employees. Provides relevant guidance and support to employees and managers regarding accommodation, policies, and procedures as needed. Maintains currency of new laws and regulations related to disability and workers' compensation payments and accommodations and makes recommendations for policy changes as needed.				
Encourages a workplace culture where all employees are valued, value others and have the opportunity to contribute through their ideas, words and actions, in accordance with the USC Code of Ethics.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	efforts, and mobilize other staff members if needed.		and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.