

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Workers' Comp Compliance Specialist**

**Class Code: 10605**

**Pay Grade: GH**

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### **A. Purpose:**

Provides information and interprets laws and department policy in regards to Workers' Compensation and other labor laws to the public, employers, and claimants; conducts training workshops; and performs wage and hour investigations to ensure the public receives benefits they are entitled to and employers and insurance companies adhere to and comply with state laws, division policy, and general practices.

### **B. Distinguishing Feature:**

The Workers' Comp Compliance Specialist interprets and ensures the proper application of Workers' Compensation laws in regards to private employers and their insurance carriers, conducts training workshops, and investigates wage and hour complaints to provide information and ensure compliance with laws, rules, and general practices. The Labor Law Compliance Officer enforces compliance with labor laws, rules, and regulations; and develops, recommends, and implements policies and procedures for the program.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)*

1. Responds to Workers' Compensation inquiries, not at the hearing level, determining when fines or penalties should be levied for employers or insurance companies failing to report work-related injuries or comply with state laws.
  - a. Receives telephone calls or letters in reference to problems or questions related to Workers' Compensation.
  - b. Reviews files and researches issues to determine compliance with laws, division policy, or general practices.
  - c. Drafts responses to letters or returns telephone calls explaining laws or policies.
  - d. Determines if fines or penalties need to be assessed against employers or insurance companies.
  - e. Notifies employers and insurance companies of assessed fines or penalties citing applicable state laws.
2. Reviews and approves permanent-partial disability payment forms determining appropriate compensation rates.
  - a. Receives complaints or questions from the public.
  - b. Reviews forms and benefit calculations done by insurance companies.
  - c. Completes a form and sends it, with attachments, to insurance companies explaining benefit calculation errors.
  - d. Answers calls from insurance companies wishing to discuss benefit calculations.
3. Conducts training sessions for employers, insurance companies, and the public to explain Workers' Compensation laws and division policy.
  - a. Schedules training for around the state.
  - b. Prepares the training plan and training materials.
  - c. Discusses Workers' Compensation laws and recent rulings.

- d. Answers questions on laws and procedures.
  - e. Participates in annual seminars.
4. Supervises subordinate staff to ensure the goals and objectives of the work unit are met.
    - a. Interviews and selects staff.
    - b. Provides training and work direction.
    - c. Approves leave requests.
    - d. Addresses staff problems and recommends disciplinary actions.
    - e. Conducts performance reviews and completes performance documents.
  5. Reviews and investigates wage and hour complaints filed by the public to ensure employers are complying with the laws.
    - a. Receives and reviews complaints.
    - b. Contacts employers to advise them of the complaint and request payroll information.
    - c. reviews payroll records looking for violations of minimum wage, improper calculations of hours worked, possible overtime violations, and age of employees for child labor violations.
    - d. Conducts on-site reviews if necessary.
    - e. Determines if additional wages are due.
    - f. Meets with employers and discusses remedies.
  6. Performs other work as assigned.

**D. Reporting Relationships:**

Reports to a division director. Supervises Staff Assistants, Secretaries, a Senior Secretary, an Administrative Assistant I, and exempt clerical positions.

**E. Challenges and Problems:**

Challenged to respond to Workers' Compensation questions accurately and thoroughly. This is difficult because most issues need to be researched and responses can affect the availability of coverage or the financial position of a person.

Typical problems include being up-to-date on Workers' Compensation laws, the division's position on tax issues, and relevant court decisions; being able to respond to questions; ensuring the work of support staff is accurate and completed timely; and staff are cross-trained effectively.

**F. Decision-making Authority:**

Decisions made include what information can be given when responding to particular questions or problems, how and when to contact an insurer regarding the handling of a claim, how to resolve a situation, when fines or penalties should be assessed, approval of permanent-partial disability benefits, the content of training sessions, travel schedules for training, what tasks are assigned to support staff, and what course of action to pursue when difficult situations arise among support staff.

Decisions referred include how to handle unusual or complex issues.

**G. Contact with Others:**

Daily contact with employers, insurance companies, attorneys, and the public to provide information on Workers' Compensation laws, filing procedures, and give or receive information; and during legislative sessions to legislative representatives and the Governors' office concerning Workers' Compensation issues.

#### **H. Working Conditions:**

Typical office environment.

#### **I. Knowledge, Skills, and Abilities:**

Knowledge of:

- Workers' Compensation laws, division policy, and forms;
- Labor and Employment laws, division policy, and procedures;
- effective training methods;
- effective methods of supervision.

Ability to:

- supervise;
- interpret laws and policies;
- negotiate agreements;
- review documents and determine compliance with laws and policies;
- speak before groups;
- answer questions in public meetings;
- analyze forms;
- use a computer;
- communicate information clearly and concisely;
- deal tactfully with others.