

New York State Department of Civil Service

DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 6819200

Workers Compensation Program Manager 2, Grade 27 6819200

Workers Compensation Program Manager 3, M-3 6819300

Brief Description Of Class Series

Workers Compensation Program Managers direct operational and policymaking activities for a program or oversee regional operations for a major program. These positions are found only at the Workers' Compensation Board.

Distinguishing Characteristics

Positions at the Workers' Compensation Board that manage operations such as finance, human resources, support services, etc., are classified in those respective administrative titles.

Workers Compensation Program Manager 2: managerial level; manages the daily operation of a district office or program area that is large and/or with a wide scope of responsibility under the jurisdiction of the Workers' Compensation Board; may plan, develop, implement, direct, and evaluate initiatives that impact a specific program or office; typically supervises Associate and/or Principal Workers Compensation Examiners.

Workers Compensation Program Manager 3: managerial level; manages the daily operation of multiple district offices or program areas under the jurisdiction of the Workers' Compensation Board; may plan, develop, implement, direct, and evaluate large statewide initiatives that impact district offices or program areas; typically supervises multiple Principal Workers Compensation Examiners and/or Workers Compensation Program Managers 2, often at multiple work locations.

Related Classes

Positions in the Workers Compensation Examiner (WCE) title series receive and process injured workers' claims for benefits under the Workers' Compensation Benefits, Disability Benefits, Volunteer Firefighters' Benefits, Volunteer Ambulance Workers' Benefits, Volunteer Civil Defense Workers, Benefits Laws, Paid Family Leave and related rules and regulations. They analyze employers' reports of injury, medical reports from physicians and health care providers, calculate benefits due, manage claimants'

cases and prepare information for adjudication. They may also monitor compliance by employers, medical practitioners, insurance carriers and other parties of interest. A Principal WCE oversees a number of units, performs the duties typical at the Senior and Associate levels, and in addition, may function as a program manager assuming responsibility for specific claims or compliance functions.

Illustrative Tasks

Workers Compensation Program Manager 2

Manages the daily operation of a district office or program area that is large and/or with a wide scope of responsibility; establishes procedures and policies; sets goals, priorities and objectives, and monitors program work flow and performance; monitors production and quality to implement corrective action as needed; responds to constituents and resolves problems and complaints; prepares fiscal information, personnel plans, productivity and/or resource usage; serves as subject matter expert in at least one functional area of Workers' Compensation law, regulation and procedure; provides input into the budget process; attends meetings and oversees committees and work groups; prepares reports; and performs the full range of supervisory duties.

Workers Compensation Program Manager 3

Manages the daily operation of multiple district offices or program areas; establishes procedures and policies; sets goals, priorities and objectives, monitors performance, production and quality, prepares budget justifications and staffing plans; responds to constituents and resolves problems and complaints; serves as subject matter expert in multiple functional areas of Workers' Compensation law, regulation and procedure; reviews and recommends proposed legislation or regulatory changes; identifies areas of impact; represents the agency in meetings with external stakeholders such as insurance carriers, employers, third-party administrators, self-insureds, municipalities or medical providers; attends meetings and oversees committees and work groups; prepares reports; and performs the full range of supervisory duties.

Minimum Qualifications

Workers Compensation Program Manager 2

Promotion: one year of permanent competitive service as a Principal Workers Compensation Examiner.

Workers Compensation Program Manager 3

Promotion: one year of permanent competitive service as a Workers Compensation Program Manager 2.

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

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