



MARTINS INVESTMENT GROUP

WORKERS' COMPENSATION MANAGER

Tel: 866-451-4405 | careers@martins-ig.com | www.martins-ig.com

OVERVIEW

Compensation	\$100,000.00 - \$105,000.00 Salary per year + Benefits
Location:	Hybrid combo Remote and On-site: Lakewood, CO
Industry	Workers' Compensation Third Party Administrator

POSITION SUMMARY: Under minimal supervision, manages and directs the activity of the claims unit, ensuring high-quality results and management of claims in compliance with state laws and company procedures.

PRIMARY RESPONSIBILITIES

- Directly supervises examiners and clerical staff. Includes monitoring attendance, job performance, evaluations, and disciplinary issues. *
- Reviews and addresses scheduled claims issues, such as initial and periodic reviews, delays, denials, etc.*
- Reviews and approves reserve changes, awards, and payments.*
- Performs file reviews to monitor compliance with policies and laws.*
- Coordinates and leads training sessions for staff on updated laws, policies, and procedures.*
- Conducts and documents in-house and outside educational sessions.
- Ensures daily caseload staffing requirements are met.*
- Supervises and approves check runs and registers daily.*
- Respond to claimant and vendor concerns and issues as needed.*
- Monitors the effectiveness of vendors.*
- Ensures client servicing instructions are being adhered to. *
- Provides coverage for examiner vacancies due to vacation or vacancies.*
- Prepares and evaluates monthly client reports. *
- Facilitates internal and external audits.*
- Partners with corporate office and sales/service team for RFP's and service issues.
- Attends client file reviews.

- Provides account management to those accounts without an assigned account manager.*
- Monitors branch expenses and approves invoices, etc.
- Other duties as assigned.

*Essential job function.

SPECIAL EQUIPMENT OR CLOTHING: Appropriate office attire

QUALIFICATIONS / EXPERIENCE REQUIRED

Education/Experience: High School Diploma or GED required. Bachelor's degree in related field (preferred); five (5) to ten (10) years related experience; or equivalent combination of education and experience.

Knowledge, Skills, and Abilities:

- Technical knowledge of statutory regulations and medical terminology.
- Ability to work on a diary system, prioritize tasks, and meet strict deadlines.
- Strong analytical skills.
- Proficient in Word and Excel.
- Excellent written and verbal communication skills, including ability to convey technical details to claimants, clients and staff.
- Ability to manage employees of various skill levels.
- Excellent interpersonal skills.
- Excellent customer service skills.

Benefits:

- Dental insurance | Vision insurance | Health insurance | 401(k) Plan | Tuition reimbursement
- Paid time off | Paid Holidays | Referral Bonus | Life & Disability insurance

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, genetics, or protected veteran status and will not be discriminated against on the basis of disability.

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Here are some of the benefits you can enjoy in this role:

- Medical, Dental, Vision Insurance.
- Life and Disability Insurance.
- 401(k) Plan
- Paid Holidays
- Paid Time Off.
- Referral bonus.