



Adjuster, Workers' Compensation

Reports to: Director, Risk Management

Division: Finance

Structure/Grade: Unified 120

Workdays: 246 Days

Position Summary

Perform routine and non-routine tasks pertaining to evaluating, documenting, and handling workers' compensation claims, ensuring timely resolution and compliance with relevant laws. Perform duties with moderate to little supervision as an experienced-level individual contributor.

Essential Job Duties

- Document, investigate, and process various types of workers' compensation claims.
- Ensure that contact is made within 24 hours with claimants, employers, and medical providers to facilitate the claims process and complete initial investigations.
- Maintain electronic claim files.
- Assess claims for compensability and financial exposure.
- Review medical records and documentation to evaluate the extent of injuries.
- Determine appropriate benefits and issue payments as necessary.
- Report financial reserves for claim loss projections.
- Approve follow-up care as appropriate according to relevant processes and procedures.
- Collaborate with legal counsel concerning claims in litigation with contested issues.
- Provide technical assistance to employees and administrators related to the workers' compensation system, explaining processes as needed.
- Oversee resolution processes for disputed claims by reviewing resolutions and settlements.
- Calculate and pay indemnity/mileage benefits in accordance with regulations.
- Perform ongoing reviews of case files for accuracy and verify compliance with regulations.
- Maintain up-to-date knowledge of legal updates related to workers' compensation.
- Provide insight on process improvements and successful outcomes, and make recommendations for solutions as appropriate.
- Perform additional duties as assigned.

Qualifications

- High School Diploma with a minimum of six (6) years of related experience required.
- Associate degree in Business Administration, Human Resource Management, or a related field with a minimum of four (4) years of related experience preferred.
- Valid Workers' Compensation Adjuster License issued by the Office of Insurance and Safety Commissioner of Georgia.

Knowledge, Skills, and Abilities

- Knowledge of workers' compensation laws and regulations, including procedures outlined in the Georgia Workers' Compensation Act
- Knowledge of the medical terminology used by the workers' compensation industry
- Knowledge of relevant organizational policies, including DCSD policies and procedures
- Knowledge of benefits and compensation administration



- Knowledge of labor relations management protocols and best practices
- Effective oral, written, and interpersonal communication skills
- Good computer skills and the ability to use all relevant software
- Strong attention to detail with the ability to maintain a high level of accuracy
- Ability to organize and prioritize tasks and manage multiple assignments simultaneously
- Ability to work independently on assignments and projects that are varied and may be complex
- Ability to anticipate tasks
- Ability to establish and maintain effective working relationships with a variety of constituents

Physical Demands and Work Environment

- Constantly required to exchange accurate information.
- Constantly operates a computer and other office machinery.
- Constantly observes details at close range.
- Frequently remains in a stationary position.
- Occasionally moves about inside an office.
- Occasionally moves office equipment weighing up to 25 pounds.
- Constantly works in an indoor environment.

By signing below, I agree that I have read and understand the requirements and the essential functions of this position.

Employee: _____ Date: _____

Disclaimer: Information contained within this position specification only summarizes information for interested individuals. The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position. If there is a discrepancy between the information in this position specification and the current documents obtained in the Division of Human Resources, the latter will always govern. The DeKalb County School District reserves the right to modify, alter, or discontinue these reference materials for any reason.

Reviewed/Revised: 6/23/2025