

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

INDUSTRIAL COMMISSION TECHNICIAN

POSITION CODE: 21095
Effective: 06/01/2015

DISTINGUISHING FEATURES OF WORK:

Under general supervision, receives telephone inquiries to the Industrial Commission and provides technical assistance to the public, attorneys and other interested parties, regarding the interpretation of the rules and administrative procedures of the Workers Compensation and Occupational Diseases Acts administered by the Illinois Industrial Commission; searches prior decisions by nature of the incident and type of injury and advises requesting parties of outcomes or awards for similar cases; additionally answers questions regarding the status of cases pending at the Industrial Commission and performs a variety of clerical support functions.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Answers information requests from injured workers, employers, attorneys and insurance companies regarding the Workers' Compensation and Occupational Diseases Act, and the interpretation of rules, practices and procedures of the Industrial Commission to specific cases and questions; addresses questions regarding benefits and applicable rates.
2. Searches prior case decisions of the Industrial Commission based on the nature and type of injury, using Q-Dex, indexed publications of Illinois case decisions; searches Circuit Court and Supreme Court opinions; advises requesting parties of outcomes or awards for similar cases; queries callers on specific case facts, determining important features of the case in order to inform them of comparable commission actions; photocopies case information and furnishes other materials as requested.
3. Assists unrepresented plaintiffs in claims processing by explaining filing procedures, and offering assistance in completing the necessary forms; assists individuals in accessing reference books including the Workers' Compensation Act, Rules Governing Practice Before the Industrial Commission under the Workers Compensation and Occupational Diseases Act, Information Handbook, Illinois Workers Compensation Practice; refers disabled individuals in need of immediate assistance to an appropriate social service agency via a community referral services directory.

INDUSTRIAL COMMISSION TECHNICIAN (Continued)

4. Additionally performs a variety of clerical support work; schedules medical examinations when an impartial medical examination is ordered; notifies parties, assures that examiners depositions are furnished in a timely manner and prepares and approves vouchers for medical payment; assembles copies of commission hearing transcripts in response to Summons, accepts payments, issues receipts, logs and enters information into computer, forwards documents to Circuit Court where appeal is to be heard; logs and tracks commission decisions for timely issuance, following up with legal staff, the Hearing Commissioner, keyboarding, editing, proofing staff and chairman when delays are identified.
5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of high school.

Requires three years of progressively responsible clerical and keyboarding experience.

Knowledge, Skills and Abilities

Requires extensive knowledge of the procedures and processes of the Illinois Industrial Commission, with a broad and general knowledge of the functions and activities of the program divisions within the agency.

Requires a working knowledge of the Illinois Workers' Compensation Act and Illinois Occupational Diseases Act, associated rules, case precedent, rate sheets, handbook and other information, sufficient to locate information and answer a range of questions directed to the commission.

Requires a working knowledge of court procedures, legal terminology and documents as they pertain to the processing of worker's compensation claims processed by the Industrial Commission.

Requires ability to keyboard at a working rate of speed, and to enter and retrieve information in automated files.

Requires ability to answer a wide range of questions and offers technical assistance to address inquiries directed to the commission.

Requires ability to deal tactfully, knowledgeably and courteously with the public, attorneys, insurance company representatives and others.

In addition to English verbal and written skills, candidates may be required to translate, speak and write a foreign language at a colloquial skill level. Some positions may require manual communication skills.