

# Career Opportunity

## Department of Labor and Industrial Relations

### State of Hawaii Executive Branch

#### VACANCY ANNOUNCEMENT

### **WORKERS' COMPENSATION CLAIMS FACILITATOR (PT II, PT I) \***

#### **Kona**

Recruitment number: 24-016  
Salary: \$4,690, to \$5,493 per month  
(SR-20, Step D to I)

**Opening Date: August 15, 2023**

**Closing Date: Continuous**

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#### **RECRUITMENT INFORMATION**

This position is full-time and located in Kona, Hawaii. In person interviews may be required. Hiring rates will be based on availability of funds, the applicant's qualifications, and other relevant factors.

**This job posting will remain open until 15 applications are received. Please apply immediately as this job posting may close at any time.**

Workers' Compensation Claims Facilitator: SR-20, Salary \$4,690 to \$5,493 per month

\*Consideration may be given to lower levels:

Professional Trainee II: SR-18, Salary \$4,339 per month

Professional Trainee I: SR-16, Salary \$4,011 per month

To apply, visit the DLIR Website <http://labor.hawaii.gov/jobs/>

**MAIL completed APPLICATION and SUPPLEMENTAL QUESTIONS to:**

Department of Labor and Industrial Relations, Human Resources Office  
830 Punchbowl St., Room 415  
Honolulu, HI 96813

**Please ensure your application is LEGIBLE, COMPLETE, and SIGNED. Illegible, incomplete, or unsigned application may be deemed ineligible.**

#### **DUTIES SUMMARY**

**Workers' Compensation Claims Facilitator:** This class reflects responsibility for serving as an intermediary to promote understanding and facilitate the resolution of conflicts which arise during the workers' compensation claims process. The work involves responding to complaints from claimants, employers, physicians, attorneys, and representatives from insurance companies; explaining worker's compensation laws, rules and benefits, and the claims, hearing and appeal processes; explaining the implications that various courses of action may have on a case; securing the cooperation of parties to submit documentation required in order for the case to proceed further; identifying conflicts between award limits prescribed by laws and rules and requested awards; and whenever possible, encouraging the parties to resolve the claim.

**Professional Trainee II:** This is the advanced trainee level through which the trainee advances as part of his/her progression to full performance as an independent worker. Work assignments range from the simple to the moderately complex and are generally characterized by clear and specific objectives to be reached by the application of basic methods and techniques of the occupational specialty and specific

standards, guides and regulations. The primary work processes and tasks follow well established procedures, and determinations can be made by the direct application of specific standards, guides, etc. Additional assignments are selected to develop the employee for eventual progression to the independent worker or higher level.

**Professional Trainee I:** As an entry level trainee, receives on-the-job training in the principles, concepts, work processes, methods and techniques, and reference material fundamental to professional aspects of the professional work to be performed, and orientation to the goals, objectives, philosophy, policies, procedures, rules and regulations pertinent to the assigned program. Work assignments are clear cut, routine, and are selected and designed to develop the employee for work of a higher level and progression to the journey worker or higher level in the occupation/series.

Class Specifications – Click below to view Class Specifications.

[Workers' Compensation Claims Facilitator](#)

[Professional Trainee II](#)

[Professional Trainee I](#)

### **MINIMUM QUALIFICATION REQUIREMENTS**

**Applicants must meet all the requirements for the position they are seeking as of the date of the application, unless otherwise specified. Please note that unless specifically indicated, the required education and experience may not be gained concurrently.**

Your possession of the required amount of experience will not in itself be accepted as proof of qualification for the position. Overall paid or unpaid experience must be of such scope and responsibility as to conclusively demonstrate that you have the ability to perform the duties of the position. Note: Your calculation of experience must be based on full-time, 40-hour work weeks. Part-time experience must be pro-rated. Example: Twelve (12) months of experience at 20 hours/week is equivalent to six (6) months of experience, not one (1) year. Also, hours worked in excess of 40 hours/week will not be credited. Example: Twelve (12) months of experience at 60 hours/week is equivalent to one (1) year of experience, not one and a half (1 ½) years.

**To qualify, you must meet all of the following requirements:**

#### **BASIC EDUCATION REQUIREMENT:**

Graduation from an accredited four (4) year college or university with a bachelor's degree.

Excess work experience as described under Specialized Experience, or any other responsible administrative, professional, or other analytical work experience which would provide knowledge, skills and abilities comparable to those acquired in four (4) years of successful study while completing a college or university curriculum leading to a baccalaureate degree may be substituted for education on a year-for-year basis. To be acceptable, the experience must have been of such scope, level and quality as to assure the possession of comparable knowledge, skills and abilities.

The education or experience background must also demonstrate the ability to write clear and comprehensive reports and other documents; read and interpret complex written material; and solve complex problems logically and systematically.

#### **SPECIALIZED EXPERIENCE REQUIREMENT:**

Workers' Compensation Claims Facilitator: One and a half (1 ½) years

Professional Trainee II: Six (6) months

Professional Trainee I: None

**Specialized Experience:** Progressively responsible professional work experience in the area of workers' compensation including case management which demonstrated the ability to deal effectively with claimants, employers, and/or insurers, and provided the knowledge and abilities described below.

**Knowledge of:** Workers' compensation laws, regulations, procedures, benefits, rights and obligations of parties involved; workers' compensation claims management practices; insurance industry practices; applicable privacy protection laws, rules, and regulations; pertinent sources of information on medical terminology, treatment and care of industrial injuries; research methods and techniques; problem solving methods and evaluative techniques; interviewing methods and techniques; basic arithmetic (addition, subtraction, multiplication, division); and report writing.

**Ability to:** Interpret, apply and explain workers' compensation laws, rules, policies, procedures, and benefits; investigate, examine and monitor workers' compensation claims; identify problems and develop alternative solutions; establish and maintain effective working relationships; communicate effectively orally and in writing; prepare clear and concise correspondence and reports; and perform basic arithmetic calculations (addition, subtraction, multiplication, division).

**Non-qualifying Experience:** Any clerical work experience, although it may be in the field of workers' compensation, is not qualifying.

- [Click here to view Minimum Qualification Specification](#)
- [Click here to view Minimum Qualification Specification](#) Professional Trainee

### **PUBLIC SERVICE LOAN FORGIVENESS (PSLF) PROGRAM**

The PSLF Program is a federal program that is intended to encourage individuals to work in public service by forgiving the balance of their federal student loans. To qualify, the individual must have made 120 qualifying payments while employed by a qualifying employer. For more information, please click:

<https://studentaid.gov/manage-loans/forgiveness-cancellation/public-service>

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**Please Note:** The Department of Labor and Industrial Relations is handling all aspects of this recruitment. If you have any questions regarding this announcement, please contact at:  
DLIR.HRO.Admin@hawaii.gov.

**Application must be signed.** (Applications received without signature may not be considered)

Any date-stamped submissions stamped after this job posting closed or no date-stamped submissions delivered after the closing will not be considered.