CLASS SPECIFICATION
FPDR Operations Manager

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under policy direction, supervises disability claims management and employee assistance services for the Fire and Police Disability and Retirement (FPDR) Fund; serves as a senior adviser to FPDR Director by providing policy support and assistance; serves as member of bureau management team; provides leadership across program areas and assists in administering the day-to-day operations of the bureau; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This single incumbent class assists in overseeing and supervising Disability Claims Management and Employee Assistance programs for the Fire and Police Disability and Retirement Fund. The incumbent is responsible for assisting in management of bureau programs and operations, for providing strategic advice and counsel to the FPDR Director and representing the Director with Board of Trustees, Police and Fire Bureaus and outside agencies. The incumbent provides support to the Board of Trustees and to the FPDR Director in overall management of the bureau. The incumbent's responsibilities involve administration of highly detailed and sensitive benefits determinations, requiring a sound knowledge of Fund provisions and other applicable law and the independent exercise of good judgment and discretion, with awareness of larger plan and beneficiary issues and sensitivities.

FPDR Operations Manager is distinguished from FPDR Director in that an incumbent in the latter class is responsible for overall management and administration of the Fire and Police Disability and Retirement Bureau and all of its functions and operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, supervises and evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve division mission, goals and performance measures; participates in developing and monitoring performance against the biennial division budget; supervises, participates in developing, recommends and implements plans, policies, systems and procedures applicable to unit responsibilities.

2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends merit increases and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City Charter, Code, human resources policies and labor contract provisions.

3. Provides leadership and works with staff to create a high performance, service-oriented work environment that supports the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.

4. Manages the administration of the Disability Claims and Employee Assistance programs; oversees daily claims management and employee assistance activities; develops program goals and office systems and procedures; evaluates program effectiveness and efficiency; selects and trains staff involved in claims management; negotiates contracts with the Police and Fire bureaus; trains and coordinates employee assistance volunteer groups; selects and prepares contracts for external counseling services; develops and implements health-related training for Police and Fire bureau employees.

5. Assigns and supervises the analysis and investigation of the more high-profile, high-exposure, controversial and/or complex disability claims; makes recommendations on the approval or denial of claims; presents claims to the Board of Trustees for determination; assigns subsequent claim management activities.

6. Monitors and analyzes changes in federal, state and local legislation and determines potential effects on the Fund and its operations, disability claims and employee assistance programs; notifies the FPDR Director and the Board of Trustees of important legislation and legislative changes; provides testimony on behalf of the Fund and the Board.

7. Provides support to the FPDR Director in the overall management of the bureau; advises and consults with the FPDR Director on various Fund and bureau issues; drafts written correspondence and materials as needed; conducts research and special projects as requested by the FPDR Director or the Board of Trustees.

8. Provides Fund and Employee Assistance information and resources to Fund members, Board of Trustees, Police and Fire bureaus, other City and community agencies and the public; responds to inquiries for information; delivers presentations to various groups on Fund and

Employee Assistance programs; responds to special requests and inquiries by trustees; provides Fund training to City bureaus; writes articles for the Fund newsletter.

9. Assists in the preparation of the annual program budget; assists in the presentation of the budget to the Board of Trustees.

10. Negotiates and monitors contractual agreements with external agencies or service providers for the Fund and Employee Assistance program.

OTHER DUTIES

1. Acts for the FPDR Director in that individual's absence.

2. Facilitates meetings of the Board of Trustees, as assigned.

3. Represents the bureau on various committees.

MINIMUM QUALIFICATIONS

Knowledge of:

1. FPDR Charter provisions and state laws and procedures governing compensability of disability claims.

2. Federal, state and local laws, regulations and court decisions applicable to areas of assigned responsibility, including Oregon Worker' Compensation Law, Chapter 5 of the City Charter and the Administrative Rules of the Fire and Police Disability and Retirement Fund.

3. Principles, practices, methods and techniques of claims management and benefits administration, including case management, investigation, subrogation and return to work.

4. Federal and state laws establishing workers' rights relevant to areas of responsibility.

5. Medical terminology, anatomy and the care and treatment of occupational injuries and diseases.

6. Principles and practices of public administration, including budgeting, reporting and maintenance of public records.

7. Research methods and data analysis techniques.

8. Principles and practices of effective business communication.

9. Operation of standard business computer software.

10. Principles and practices of effective management and supervision.

11. City human resources policies and labor contract provisions.

Ability to:

1. Plan, organize and supervise the work of a disability claims management and EAP services staff.

2. Gather relevant data, analyze complex problems, evaluate alternatives and make appropriate recommendations.

3. Understand, interpret, explain and apply City FPDR rules, regulations, policies and procedures and applicable local, state and federal legislation and regulations.

4. Read and interpret medical records, case investigations and physical capacity evaluations and reach sound conclusions regarding eligibility for benefits payments and return-to-duty capability.

5. Exercise independent judgment and initiative within established guidelines.

6. Present proposals and recommendations clearly and logically.

7. Represent the City effectively in dealings with employees and employee organization representatives on a variety of disability claims and employee assistance issues.

8. Communicate effectively orally and in writing.

9. Prepare clear, concise, accurate and persuasive reports, correspondence, analytical studies and other written materials.

10. Maintain confidential and sensitive information.

11. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and employee situations.

12. Establish and maintain effective working relationships with bureau and City managers and supervisors, employees, Police and Fire Bureau staff, Board of Trustee members, employee and community organizations, the media and the public and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in public or business administration, finance or a closely related field; and at least five years of progressively responsible experience in the supervision and administration of claims management and investigation services; or an equivalent combination of training and experience. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following class(es):
0850 RISK SUPERVISOR Adopted: 07-01-92

Revised: 11-29-07

Title and job duties changed to reflect change in duties to include serving as senior advisor to Bureau Director in fund administration and overseeing overall office operations. Change in compensation level.

June 2009 - Change Job Class number from 7394 to 30000582, due to system change.