

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

WORKERS COMPENSATION INSURANCE COMPLIANCE  
INVESTIGATOR

POSITION CODE: 49640  
Effective: 08-01-06

DISTINGUISHING FEATURES OF WORK:

Under administrative direction, performs complex analyses of workers' compensation insurance compliance issues; conducts investigations of suspected instances of non-compliance; researches administrative rulings, law and case law to track changes and locate information applicable to case development; maintains effective data and information storage, retrieval and interchange with regard to case files and documentation; determines and issues warnings, penalties and legal notices; offers analysis and interpretation of research and investigations to improve best practices, administrative procedures and policies; advises and educates businesses on procedures and strategies for effective compliance with workers' compensation insurance statutes; negotiates settlements and corrective actions with violators; testifies at hearings or other court proceedings and confers with the Illinois Attorney General's appointed counsel and other officials on matters of workers' compensation insurance compliance; travels as necessary to meet the needs of cases assigned; maintains high level of confidentiality throughout all activities.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Independently performs thorough investigations of employers for failure to comply with workers compensation insurance statutes; reviews insurers' and employers' claims practices and procedures to assure compliance with workers' compensation insurance statutes; identifies, examines and evaluates the practices of employers and insurers to determine the existence of violations and suggest corrective actions; gathers evidence and relevant facts, conducts surveillance and performs audits and interviews of complainants, witnesses, respondents, alleged violators, and others who may present information relative to the situation under investigation; maintains case files and prepares meaningful, concise, and accurate reports of findings, recommendations, and suggested corrective actions.
2. Performs research and coordinates data interchange with governmental, law enforcement, and private databases for the purposes of case development and the study of changes in law, administrative rules, and case law; compiles, condenses and enters case file data and information to retain material for retrieval according to both manual and electronic data processing methods; implements and monitors the Illinois Trust Pool Association database of statewide employers.
3. Drafts certified notices of disciplinary actions and case results; logs verbal and written interaction with employers, insurers, and others on compliance issues and actions associated with a case; plans, prepares and issues warnings or penalties when appropriate, correspondence and informational mass mailings, legal documents and court filings including subpoenas.
4. Performs expert analysis of the most complex and unusual issues and cases; maintains understanding and applies knowledge of workers' compensation statutes, best practices, and administrative rules to claims and cases; determines the extent and timeline of periods of noncompliance; determines proper insurance carrier for claims; offers interpretation of analysis and research for assessment of work processes and improvement or updating of practices and policies.
5. Advises and educates customers on the procedures and strategies for effective compliance; responds and answers inquiries and correspondence from employers, insurers, and others to explain the procedures and requirements necessary to comply with workers' compensation insurance statutes, rules, policies, and procedures via telephone conversations, written correspondence, and interpersonal consultations.

## WORKERS' COMPENSATION INSURANCE COMPLIANCE INVESTIGATOR (Continued)

6. Participates in the resolution of compliance issues; conducts limited negotiations and informal hearings with employers to determine the necessary course of corrective action, responds to objections, resolves disputes with disciplinary actions and penalties, and monitors compliance with corrective action; testifies in court proceedings and hearings as to facts and evidence obtained in the course of an investigation; prepares cases for referral to state and federal prosecutors or other law enforcement agencies for presentation as legal evidence.
7. Serves as agency liaison with employers, insurers, federal and state prosecutors, law enforcement agencies, local office staff; works with other agencies and departments in coordinating investigations and gathering necessary information.
8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

### DESIRABLE REQUIREMENTS:

#### Education and Experience

Requires a bachelor's degree or the knowledge, skill, and mental development equivalent to the completion of four years of college preferably with coursework in political science, criminal justice, public or business administration, or a related field.

Requires five years of experience in insurance or utility complaint investigations, civil or criminal investigations, or comparable investigatory experience.

#### Knowledges, Skills and Abilities

Requires thorough knowledge of effective investigative methods, techniques and procedures.

Requires thorough knowledge of policies, procedures, state and federal laws and case law pertaining to workers' compensation.

Requires thorough knowledge of court procedures, practices and rules of evidence.

Requires working knowledge of legal and medical terminology.

Requires ability to compile and summarize data and prepare records and reports in a clear and concise format.

Requires ability to apply and interpret laws and regulations relating to workers' compensation and insurance.

Requires ability to extract and interpret information and ascertain facts by personal contacts and analyzing documents.

Requires ability to follow written and oral directions.

Requires ability to establish and maintain effective working relationships with professional and lay groups, local governmental officials, employers and the general public.

Requires ability to observe and record facts accurately about persons, objects and events.

Requires possession of an appropriate valid driver's license or the ability to travel.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.