



Regular Meeting Notice/Agenda

The Civil Service Commission

9:30 AM – October 15, 2024

NOTICE IS HEREBY GIVEN by the City of Spokane Civil Service Commission, that a regularly scheduled meeting of the Civil Service Commission will be held on October 15, 2024, commencing at 9:30 A.M. in the City Council Chambers – Lower Level of City Hall (808 W. Spokane Falls Blvd., Spokane WA, 99201). The purpose of the meeting is to conduct the monthly commission meeting and to discuss other matters as reflected on the attached agenda.

The meeting will be conducted in-person and open to the public with commission members, staff and presenters attending in-person. All meetings will be streamed live on Channel 5.

Oral public comment will be accepted at the meeting for agenda items to be decided by the Commission, excluding hearing items. Individuals who want to provide oral comment at this time but are unable to physically attend the meeting shall contact the Commission at civilservice@spokanecity.org to request by 5:00 P.M. the day before the meeting, (Monday, October 14, 2024) so the Commission can make arrangements for you to participate telephonically at the meeting.

DATED THIS 3rd DAY OF OCTOBER 2024.

AMERICANS WITH DISABILITIES ACT (ADA) INFORMATION: The City of Spokane is committed to providing equal access to its facilities, programs and services for persons with disabilities. The Spokane City Council Chamber in the lower level of Spokane City Hall, 808 W. Spokane Falls Blvd., is wheelchair accessible and is equipped with an infrared assistive listening system for persons with hearing loss. Headsets may be checked out (upon presentation of picture I.D.) at the City Cable 5 Production Booth located on the First Floor of the Municipal Building, directly above the Chase Gallery or through the meeting organizer. Individuals requesting reasonable accommodations or further information may call, write, or email Risk Management at 509.625.6221, 808 W. Spokane Falls Blvd, Spokane, WA, 99201; or m_lowmaster@spokanecity.org. Persons who are deaf or hard of hearing may contact Risk Management through the Washington Relay Service at 7-1-1. Please contact us forty-eight (48) hours before the meeting date.



Agenda

Regular Meeting of the Civil Service Commission

9:30 AM – October 15, 2024

City Hall – City Council Chambers – Lower Level
808. W Spokane Falls Blvd., Spokane, WA 99201

1. **CALL TO ORDER/ROLL CALL**
2. **APPROVAL OF MINUTES**
 - a. September 17, 2024, Minutes (pg. 3)
3. **CHIEF EXAMINER UPDATE**
4. **NEW BUSINESS**
 - a. Resolution 2024-12: Classification Actions (pg. 4)
 - b. Test Genius Presentation (pg. 7)
5. **OTHER BUSINESS**
6. **ADJOURN**

Note: The meeting is open to the public, with the possibility of the Commission adjourning into executive session.



Minutes

Regular Meeting of the Civil Service Commission

September 17, 2024

1. CALL TO ORDER/ROLL CALL

Meeting called to order at 9:30am. All commissioners were present.

2. APPROVAL OF MINUTES

- a. August 20, 2024, Minutes

MOTION: To accept the last meeting's minutes.

Palmerton/Hult: Motion passed unanimously.

3. CHIEF EXAMINER UPDATE

Chief Examiner Pearson gave updates on Civil Service.

- a. Supported Employment recruitment has opened.
- b. We are sponsoring an Access Career Fair with the county.
- c. Briefly went over quarterly numbers.
- d. Civil Service and other city departments were thanked for their hard work.

4. NEW BUSINESS

- a. Mayor Brown: Introduction and Proclamation

Mayor was not in attendance. Discussion of deferring the mayor's proclamation until the next regularly scheduled meeting.

MOTION: So moved.

Hult/Stratton: Motion passed unanimously.

- b. 2024 Marketing Update

- c. Resolution 2024-10: Classification Actions

MOTION: I move to approve.

Stratton/Lindsey: Motion passed unanimously.

- d. 2025-2026 Budget Discussion and Presentation

MOTION: Move to approve.

Stratton/Palmerton: Motion passed unanimously.

5. OTHER BUSINESS

6. ADJOURN

MOTION: I move adjournment of this meeting.

Hult/Palmerton: Motion passed unanimously.

Meeting adjourned at 10:06 am.

Note: The meeting is open to the public, with the possibility of the Commission adjourning into executive session.

Civil Service
Commission



Item 4A – Resolution 2024-12 – Classification Actions

Background

Scott Jordan, City of Spokane Risk Manager, informed Civil Service that state laws have changed and our Claims Specialist classification would need major revisions if it is to be used. Per state law, none of the claims adjusting work could be performed without licensure. This classification is not currently utilized, and all of the adjusting work must be completed by our Claims Administrators. To remove the claims work from the existing job specification would leave clerical work and we already have job specifications for that work.

Due to the conversion, the Civil Service job classification will not be used and may be deleted.

Management and Local 270 are in concurrence on the deletion.

Recommendation

Staff recommends adoption of classification resolution **2024-12**.

Attachments:

SPN 030 Claims Specialist

CLASS SUMMARY

Performs specialized clerical and technical work in processing self-insured/self-administered workers' compensation claims in accordance with applicable regulations, guidelines, and departmental policies. Work requires the application of some independent judgment based upon knowledge gained through experience. Most work is subject to checks and controls, but if not detected, errors could result in a loss of time or money. Employee has regular contact with outside sources to obtain or supply factual information. Duties are sedentary in nature, performed under normal working conditions, and require normal attention to prevent errors.

SUPERVISION RECEIVED AND EXERCISED

Work is performed under general supervision, with questionable cases referred to the supervisor.

EXAMPLES OF JOB FUNCTIONS

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

- Receives and investigates worker's compensation claims to determine that requirements for eligibility are met. Reviews claim forms and completes required documentation. Adjusts, calculates, and processes payments as authorized.
- Telephones and corresponds with injured workers, vocational counselors, physicians, and department representatives to obtain and supply information. Serves as liaison among involved parties.
- Requests and evaluates medical reports from physicians to determine if treatment is appropriate.
- Authorizes certain treatments and procedures.
- Identifies need for nurse case managers, vocational counselors, and other service providers and refers to supervisor.
- Reconciles/reimburses payroll/benefit banks including sick and vacation leave as well as LEOFF II disability.
- Determines when claims have met requirements for closure.
- Assists supervisor in returning injured employees back to work and as otherwise required.
- Maintains required records and prepares necessary reports.
- Coordinates unemployment claims.
- Coordinates multiple interface programs including interfaces between the claim management system, Medicare, human resources system, bill review vendors and State of Washington.
- Operates a personal computer with modern spreadsheet, database, word processing and claims management applications. Operates other standard office machines.
- Performs related work as required.

COMPETENCIES

- Knowledge of, and ability to apply, pertinent industrial insurance law and regulations.
- Knowledge of, and ability to perform, claim processing activities while following best claims practices and standards.

- Knowledge of modern office practices, procedures, and equipment, as well as business English, and bookkeeping principles.
- Knowledge of, and ability to rapidly learn, modern computer database, spreadsheet, word processing, and claims management applications.
- Ability to compile and maintain accurate and complete records and reports.
- Ability to exercise sound judgment within the confines of applicable law, guidelines, and policy.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with other employees, the public, and parties involved in claims, while adhering to HIPAA requirements and maintaining confidentiality of information.

PHYSICAL DEMANDS

- Ability to see, with or without corrective lenses, well enough to read fine print, such as legal documents.
- Ability to hear, with or without a hearing aid, and speak well enough to converse on the telephone.
- Enough manual dexterity to use modern office equipment including computer keyboards.
- Enough body mobility to move about the office.
- Enough strength to move office supplies used on job.

MINIMUM QUALIFICATIONS

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Open-Entry Requirements:

- Education: High school diploma or equivalent.
- Experience: Three years of experience in the administration of Washington workers' compensation claims in the last four years.

Licenses and Certifications:

- Washington State Department of Labor and Industries certification as a Self-Insurance Claims Administrator must be obtained within six months of appointment.

New: 1/00

Revised: 2/00, 2/07, 2/11, 10/11

Reviewed: 2/02, 5/04, 5/06

Deleted: 1/17

Reactivated: 1/2020

Bargaining Unit: Local 270

Salary Range: 35

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Item 4B – Test Genius Presentation

Background

Our Merit System Analyst, Blake Munroe, will present to the Commission on our testing platform, Test Genius.

No Commission action needed.