



HUMAN RESOURCES

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MICHAEL L. PARSON
GOVERNOR

ANNA S. HUI
DEPARTMENT DIRECTOR

[Summary of Benefits](#)

Workers' Compensation Technician I/II

Division of Workers' Compensation / Customer Service Unit
3315 Truman Blvd. Jefferson City, MO 65109
Starting Salary: \$31,276
Posting Dates: Until Filled

The Department of Labor is looking for an enthusiastic and customer-service driven applicant with excellent communication skills to join our Workers' Comp team! We support an inclusive and dynamic culture, which pursues continuous improvement through knowledge and collaboration.

Key Responsibilities:

- Serve as the public information resource for the Division 800 information line.
- Process copy work and record search requests, provide return results to requestor, and process payments.
- Scan and Index documents.
- Manage archiving through Secretary of State's Office.
- Perform, review, and verify complex computations involving the application of rules and regulations.
- Enter, update, and/or retrieve information; develop spreadsheets and databases.

Qualifications, Key Skills, and Knowledge:

- One or more years of experience as a Workers' Compensation Technician I with the Missouri Division of Workers' Compensation; and possession of a high school diploma or proof of high school equivalency OR Four or more years of office experience including two or more years of technical experience processing workers' compensation or insurance claims; AND possession of a high school diploma or proof of high school equivalency.
- Ability to be detail oriented, in order to review documents for accuracy and completeness.
- Ability to establish and maintain effective working relationships with co-workers and the public.
- Ability to complete assignments accurately within specified timeframes.
- Ability to work independently and remain calm when dealing with injured workers, attorneys, employers or insurers.
- Intermediate knowledge of state laws and regulations governing the processing and adjudication of Workers' Compensation claims.
- Intermediate knowledge of the policies, procedures, and operations of the Division of Workers' Compensation.
- Intermediate knowledge of relational database case management applications.
- Intermediate knowledge of Workers' Compensation claims processing.

To apply, please go to: mocareers.mo.com