



EXAMINATION OPEN TO THE PUBLIC

**WORKERS' COMPENSATION DISTRICT OPERATIONS
SUPERVISOR**

**ANNUAL \$60,593
SALARY: \$78,332**

**SALARY
GROUP: AR 23**

**APPLICATION CLOSING
DATE: NOVEMBER 9, 2012**

**EXAM
NO: 121830OCJR**

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW

PURPOSE OF CLASS: In the Workers Compensation Commission this class is accountable for managing and overseeing the operations of the district office, the claims process of injured employees and the dispute litigation resolution process of the Commission.

MINIMUM QUALIFICATIONS REQUIRED

IN ORDER TO BE CONSIDERED FOR ADMITTANCE INTO THIS EXAMINATION, YOU MUST INDICATE ON YOUR APPLICATION THAT YOU HAVE THE FOLLOWING EXPERIENCE AND TRAINING BY NOVEMBER 9, 2012:

GENERAL EXPERIENCE: Six years of experience in an administrative capacity in an office dealing with dispute resolutions and applying statutes regulations on a daily basis.

SPECIAL EXPERIENCE: Two years of the General Experience must have been at the paraprofessional level requiring extensive use of independent judgment in the application of policies and procedures.

SUBSTITUTIONS ALLOWED: (1) College training may be substituted for the General Experience on the basis of fifteen semester hours equaling one-half year of experience to a maximum of four years for a Bachelor's degree. (2) A Master's degree in public administration, business administration or a closely related field may be substituted for one additional year of the General Experience.

KNOWLEDGE, SKILLS AND ABILITIES: Knowledge of principles and practices of public administration; knowledge of Workers Compensation injury procedures in public and private sectors; knowledge of legal practices and procedures in Connecticut; knowledge of legal hearing procedures; knowledge of legal research procedures and terminology; knowledge of office procedures such as personnel and payroll practices and purchasing procedures; interpersonal skills; oral and written communication skills; ability to comprehend and apply statutes, regulations and administrative policies and procedures; supervisory ability.

THE EXAMINATION WILL BE COMPOSED OF:	<u>PART</u>	<u>WEIGHT</u>
	EXPERIENCE AND TRAINING	100%

APPLICATION/EXAMINATION PROCEDURE

- APPLICANTS MUST SUBMIT:**
- (1) Completed Application Form (CT-HR-12)**
 - (2) Supplemental Examination Materials (see instructions below)**

In order to be considered for admittance into this examination, you must complete all parts of the supplemental examination application (CT-HR-12) detailing how you meet the minimum experience and training requirements stated above AND complete the required supplemental examination materials as detailed below. Applicants who do not submit the required application and examination materials by the closing date will not be admitted into the examination and will not have the right to appeal this decision. Resumes and/or vitas will not substitute for the required application form or for the required examination materials.

EXAMINATION INSTRUCTIONS: Section 1. For each job (maximum of three), which you feel has best prepared you for the job of Workers' Compensation District Operations Supervisor, include a 1-2 page (typed or printed) description detailing your duties and responsibilities. (Applicants serving provisionally or temporarily in the title of Workers' Compensation District Operations Supervisor cannot include this as one of the three jobs.) Each job description should begin on a separate page and begin with your job title, company name and location, dates of employment, and number of hours worked per week. This should be followed by a description of your duties and responsibilities organized and formatted around the numbered items that follow. **(1)** Experience in an administrative capacity in an office dealing with dispute resolutions and applying statutes and regulations on a daily basis. Be specific in describing the kinds of disputes you were involved in and the statutes/regulations you applied/administered and for whom they were applied/administered and for what purpose. **(2)** Experience in legal research techniques and terminology including reviewing and analyzing information. Be specific in detailing your experience coordinating, preparing and scheduling cases for administrative proceedings in a regulatory agency or regulated business and the type of cases you have researched and your involvement. Also detail your experience monitoring the progress of cases for which you were responsible. **(3)** Administrative/supervisory experience. Describe your responsibilities for developing, implementing and evaluating procedures, guidelines and regulations. Detail your responsibility for determining staffing levels, planning, prioritizing and coordinating work activities, evaluating the work of staff, taking necessary corrective action and initiating progressive discipline (include the number and job titles of staff /team members). Describe your supervisory duties including work assignment, scheduling, training, performance evaluation, administering disciplinary or corrective action. Include the number and job titles of staff you supervised and your specific supervisory responsibilities. **(4)** Oral/written communication experience. Describe experience serving as liaison to others involved in program activities including the nature and purpose of these contacts. Also, detail your experience interpreting laws and regulations and to whom you were providing this interpretation. Detail your experience preparing reports, motions, procedural documents, briefs, stipulated or settlement agreements, and other documents and written materials that you prepared, for whom they were prepared and for what purpose. **Section 2.** On a separate page, include a list of degrees, certifications, licenses and courses that you have completed which have prepared you for the job. **Important Notes:** **(1)** Make certain both your application form and your examination materials are complete and separate documents not referencing the other, as your application form and supplemental examination materials may be separated during the scoring process. **(2)** Examination materials should be clearly marked as such and each page should contain the examination title, exam number and your social security number (do not include your name). **(3)** Do not include materials other than those requested above. **(4) Your examination will only be scored if you meet the minimum experience and training requirements outlined above and your CT-HR-12 and supplemental examination materials are date stamped by DAS/Human Resources or postmarked by November 9, 2012. (5) Mail applications/examination materials to DAS/Human Resources, Room 404, State Office Building, 165 Capitol Avenue, Hartford, Connecticut 06106-1658 (Secure Fax #860-622-2875). If faxing materials make certain that your application form is complete and transmitted correctly and without error. Keep a copy of your completed application/examination package and the fax transmittal receipt for your records. Incomplete faxes or faxes received blank because pages were faxed upside down will not be accepted. (6) Due to the large number of applications received, we cannot confirm receipt of applications. (7) Examination scores will be mailed by December 24, 2012. (8) A separate application/examination package must be submitted for each exam you are applying for.**

FORMS: Application forms (CT-HR-12) and exam announcements are available from the Department of Administrative Services (<http://das.ct.gov/employment>) and at the Offices of the Connecticut State Job Center.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, persons with disabilities and military veterans.