



CITY OF BURBANK

Workers' Compensation Administrator





THE COMMUNITY

A unique urban community, the City of Burbank is nestled between the Hollywood Hills and the Verdugo Mountains in the heart of Los Angeles County. Along with neighboring Glendale and Pasadena, the City of Burbank forms the "Tri-Cities" area of older Los Angeles suburbs. This is a City built by People, Pride, and Progress, three ingredients that turned a tiny, rural town into the thriving community it is today.

Burbank is home to one of the largest entertainment areas in the country anchored by some of the biggest names in the business: The Walt Disney Company, Warner Bros. Entertainment, Inc., ABC, Inc., Nickelodeon Animation, and the Cartoon Network, among others. This City has earned its nickname as "Media Capital of the World." High tech, retail, banking/finance, and hospital/medical facilities also have a strong presence here, as do other businesses and industries. Over 17,500 business firms are located within the City, and its nighttime population of 108,000 more than doubles during the day.

Nearly 10 million tourists and visitors come to Burbank each year for the area's theaters, nightlife, restaurants, office buildings, and studio backlots, or perhaps for one of the City's many arts, culture, and entertainment options. Downtown Burbank has been hailed by Sunset Magazine as "one of Southern California's most appealing urban centers" and offers something for everyone, while the City also hosts a wide variety of festivals and events throughout the year. The Burbank Comedy Festival, Downtown Burbank Car Classic Show, Burbank International Film Festival, Creative Talent Network Expo, Downtown Burbank Fine Arts Festival, and Dragonfest, the biggest martial arts convention on the West Coast, are all popular.

Burbank residents benefit from the City's 41 public parks and facilities, equestrian trails, bike paths, a public golf course, innovative recycling programs, weekly Farmer's Market, outstanding municipal services, and high performing schools. Burbank has been named one of the nation's 100 Best Communities for Young People, one of the nation's Top 100 Best Places to Live, and in 2016, was ranked the 16th safest city to live in by BusinessInsider.com. With all of its urban amenities, Burbank manages to retain a small-town feel.

Burbank's dedication to providing residents with a high quality of life and a strong sense of community make this urban community an ideal place to live, work, and play for many years to come. To learn more, visit www.burbankca.gov.

CITY GOVERNMENT

Burbank is a Charter City with a Council-Manager form of government. Five City Council Members serve staggered, four-year terms, and each year the Mayor is chosen by the Council as the presiding officer. In addition to carrying out traditional legislative duties for this full-service municipality, the Council also serves as the governing body for the Burbank Housing Authority, Burbank Parking Authority, and Public Financing Authority.

The City Council is supported by numerous advisory Boards, Commissions, and Committees whose volunteer members are appointed by the elected body. The Council also appoints the City Manager and City Attorney, while the City Treasurer and City Clerk are elected at-large to four-year terms. City Departments include Community Development, Management Services, Information Technology, Financial Services, Public Works, Police, Fire, Burbank Water & Power, Library Services, and Parks & Recreation.

The City of Burbank is proud to have a long-standing reputation of providing excellent levels of service to both residents and the business community. In 2011, the City Council adopted a 10-Year Strategic Plan identifying the following goals and objectives:

- Communicate Burbank's Integrity through Open & Transparent Government
- A Safe & Prepared Burbank Community
- Preserve Burbank's High Quality of Life & Strong Sense of Community
- Balanced, Vibrant Burbank Economy
- Transform, Create & Deliver Burbank's Community Services
- Cultivate a Transparent, Innovative & Effective Government to Ensure Burbank's Financial Strength
- Champion Effective Partnerships
- Evolve Burbank's Transportation
- Invest in Burbank's Infrastructure
- Protect & Sustain Burbank's Environment

The City maintains a workforce of approximately 1,400 staff and operates with a General Fund budget of \$184 million (FY 2019-20).





MANAGEMENT SERVICES DEPARTMENT

The City of Burbank Management Services Department is dedicated to promoting organizational effectiveness through creative leadership that is responsive to the Burbank community, City employees, and the public. Department members provide courteous and quality human resources, employee services, labor relations, and safety and risk management programs in a timely and cost-effective manner.

The Department consists of several sections, including Employment Services, General Liability, Employee Benefits, Labor Relations, Workers' Compensation, and Environmental Health and Safety. Support services provided by these sections involve a wide range of internal administrative functions and play an integral role in enhancing each Department's ability to better serve the Burbank Community.

Management Services is supported by an annual budget of \$6.1 million (FY 2019-20). During FY 2018-19, department members served approximately 650 new clients and 5,000 total employment seekers through the WorkForce Connection; held several annual City events, including the Veterans' Employment Fair, the Employee Service Recognition Awards and Breakfast, and the Health and Benefits Fair; continued the implementation of an online safety training management system; created a Safety Statistic Report to evaluate the City's incident/injury rate; and administered the biennial Employee Safety Perception Survey.

Management Services is highly committed to customer service and to fostering positive relationships between City employees and the community by promoting professional development and unity through mutual respect and sensitivity.

Workers' Compensation Section

The Workers' Compensation Section is an integral part of the Management Services Department and is responsible for managing the City's self-insured and self-administered Workers' Compensation program. The section provides proactive leadership and coordination for the City Workers' Compensation program in an effort to provide employees with the best possible care when they experience a work-related illness or injury and help departments get employees back to work as quickly as possible to insure effective City services. The Workers' Compensation Administrator collaborates closely with his/her counterparts responsible for ADA, benefits and leave management to provide seamless service to employees and City departments. The Workers' Compensation Administrator oversees all claims, coordinates

contracts for medical services and outside vendors for utilization review, nurse case management, legal services, and oversees and monitors the Workers' Compensation budget and reserves. The unit is staffed by 3.5 professional and administrative staff and reports to the Assistant Director of Management Services.

THE IDEAL CANDIDATE

The ideal candidate will be a collaborative leader and experienced manager with exceptional communication and interpersonal skills. He/she will have experience overseeing Workers' Compensation claims and be familiar with best practice approaches to effectively assist ill or injured employees while minimizing loss. In addition to demonstrating a thorough understanding of disability management, the candidate selected will have a strong customer-orientation, prioritizing impacted employees with the goal of getting them needed treatment and services in order for them to return to work as quickly as possible.

Burbank's Workers' Compensation Administrator will be a strong team leader with the demonstrated ability to successfully lead staff in the delivery of contemporary and innovative strategies for disability management in a public agency. Within a collegial work environment, he/she will serve as a coach and mentor who proactively supports continuous professional growth. Cross-training staff and developing a coordinated service delivery model focused on customer service will be important priorities for the new Administrator. Further, he/she will exhibit the commitment and skills required to align staff, consultants, funding and other resources to achieve the optimal outcomes for City employees and departments. An experienced manager of change, the ideal candidate will exhibit the appropriate sensitivity around the dynamics of effectively designing and implementing process and system improvements.

The Workers' Compensation Administrator will exhibit an approachable and collaborative management style that engenders trust and credibility with employees, management and contractors. He or she will be expected to further establish the unit as a knowledgeable partner that departments turn to for sound advice and assistance on managing employee related illnesses and injuries. A skillful administrator and adept contract administrator, the successful candidate will also be an impressive critical thinker who excels in presenting information in ways that are tailored for specific audiences. Combining a strategic perspective with the ability to develop practical standards and procedures will allow the professional selected to engage staff in best practice approaches to assisting the workforce. The new Administrator will have the opportunity to make substantial impact via the development of





streamlined and automated processes coupled with design and execution of effective customer communication protocols during the early stages of his/her tenure.

The ideal candidate will possess any combination of education and experience that provides the knowledge, skills and ability necessary to effectively perform the job duties, such as a Bachelor's degree from an accredited college or university in administration or a related field and three (3) years of experience in Workers' Compensation management. Experience in a public agency is highly desirable. A valid California Class "C" driver's license or equivalent, and certification as a Workers' Compensation Self-Insurance Administrator from the State of California are required at the time of appointment. The Workers' Compensation Administrator is a represented position.

COMPENSATION & BENEFITS

The City of Burbank offers an excellent compensation and benefits program. The annual salary range for this position goes up to \$131,309. The City's benefits program includes:

- **CalPERS Retirement:** 2.5% @ 55 for Classic PERS participants. 2.0% @ 62 for new PERS participants. The City does not participate in Social Security.
- **Deferred Compensation Program:** 457 plan with City matching employee contribution up to \$75/month.
- **Retiree Medical Trust:** Employee contributes \$50/pay period, and City contributes \$50/pay period to a Retiree Medical Trust.
- **Retiree Health Savings (RHS):** Cash out value of 50% of eligible leave balances will be deposited into an RHS account at separation.
- **Cafeteria Plan:** Between \$300 and \$1,410/month depending on medical enrollment and plan selection.
- **Dental Insurance:** City paid family coverage.
- **Vision Plan:** City paid for employee only with option of adding dependents at additional cost, or enrollment in BMA sponsored vision plan.
- **Universal Leave** accrual rates (includes vacation and sick leave):

Less than 5 years of service	5,923 hours/pay period
5 to 14 years of service	7,461 hours/pay period
15+ years of service	9,000 hours/pay period

 Option to cash out up to 350 hours per fiscal year.
- **Holidays:** 10 days annually.
- **Tuition Reimbursement:** 75% up to \$5,000/fiscal year.

- **Professional Development:** City pays \$42/month.
 - **Life Insurance:** City paid \$50,000 policy.
 - **Accidental Death & Dismemberment (ADD) Insurance:** City paid \$52,000 policy.
- Additional Benefits Include:** Employee assistance program (EAP), military leave, short term/long term disability insurance, and City held ADD coverage specific to work related accidents.

APPLICATION & SELECTION PROCESS

The closing date for this recruitment is **Sunday, June 30, 2019**. To apply for this opportunity, upload cover letter, resume and a list of six professional references using the "Apply Now" feature at www.tbcrecruiting.com.



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TERI BLACK & COMPANY, LLC
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Following the June 30th closing date, resumes will be screened in relation to the criteria articulated in this brochure. Applicants with the most relevant qualifications will immediately be granted preliminary interviews by the recruiters. Candidates deemed to be the best qualified will be invited to additional interviews in Burbank in July. An appointment is anticipated shortly thereafter following the completion of thorough background and reference checks. Please note that references will not be contacted until the end of the process and, at that time, will be done so in close coordination with the candidate impacted.

