



YOUR BEST PROTECTION

Position Profile

Administrative Assistant II

Workers' Compensation Department

Roseville, California
August 2025

People | Service | Integrity | Innovation

*Do you seek a career where
your administrative skills
contribute to the success of the
organization and our members?*



Staff dressed up for the annual Halloween party

*Are you attracted to an
organization that serves a
critical industry in California – water?*

Then our position of **Administrative Assistant II** is for you.



Position Overview

ACWA JPIA is an award-winning risk pool for California public water agencies, known for superior customer service and attention to members that is second to none. Through responsive claims handling, proactive risk management, and strategic partnerships, we empower our members to deliver essential water services safely and efficiently. Our organization values people, integrity, innovation, and service in everything we do.

ACWA JPIA is recruiting an **Administrative Assistant II**. The candidate will work under the supervision of the Workers' Compensation Claims Manager and will join a dynamic team of four other employees. This position is part of the Workers' Compensation (WC) job series comprised of an Administrative Assistant II, WC Specialist, WC Examiner, Senior WC Examiner, and Lead WC Examiner.

The core job responsibilities are to provide outstanding customer service and support to our members and fellow staff; provide essential clerical and claims support; manage administrative tasks, maintain accurate records, and support efficient processing of workers' compensation claims.

The ideal candidate for this position is an organized and detail-oriented professional who thrives in a fast-paced administrative environment. They are comfortable managing multiple priorities with accuracy and efficiency, and they take pride in keeping records and processes well-organized. Strong communication skills—both written and verbal—are essential, as this role involves frequent interaction with medical providers, district staff, and outside vendors.

The Administrative Assistant II position will be located in Roseville, CA, in a LEEDS (Leadership in Energy and Environmental Design) certified building and is not eligible for remote work. This is a full-time, non-exempt position with hours from 7:30 a.m. to 4:30 p.m., Monday through Friday. Flexible work hours might be available.

Key Responsibilities include but are not limited to the following:

- Input new claims into the claims management system.
- Monitors and tracks medical bill received through Manageware Bill Hold as primary or backup as assigned.
- Enters direct payments input claims software.
- Process and upload all WC mail, faxes, and emails into the claims system.
- Prepare and send various correspondence related to claims.
- Respond to phone and email communications with medical providers, district members, and other vendors.
- Submits documents through the State's Electronic Adjudication Management System EAMS system.
- Prepare and submit documents to the Utilization Review (UR) vendor.
- Request subpoena records on behalf of examiners and respond to requests for subpoena records as directed by examiners.
- Prepares files for Qualified Medical Evaluations.
- Contacts billing providers to obtain W-9 for billing and submits to Accounts Payable , including research and follow-up tied to bill hold and vendor direct pay processing.
- Verifies indexes are performed on all injury claims.
- Copy and file records as needed. Regular attendance and adherence to prescribed work schedule to conduct job responsibilities
- Establishes and maintains cooperative working relationships with co-workers, outside agencies, and the public.

Other Duties

- Assist WC examiners:
 - Research bills.
 - Prepare/send objection letters and other letters as requested.
 - File and serve medical reports on requested parties.
 - Provide file copying and retrieval support.
 - Obtain records and documents from doctor's offices, districts' personnel and claimants, as requested.
 - Assist member districts with requests, including preparing and distributing loss runs until automated process is restored.
 - Replenish claims reporting forms and publications.
 - File and serve documents for QME, AME, and litigation matters as needed.
 - Prepare settlement documents and letters as directed by examiners.
 - Other duties as assigned.

Preferred Qualifications include:

Knowledge of:

- Operations, procedures, policies, and precedents of an assigned Department.
- Office management principles, operations, and procedures.
- Development and maintenance of filing and recordkeeping systems.
- Fiscal recordkeeping.
- Computer systems and software applications related to management support and administrative functions, including word processing and spreadsheet software, as appropriate.
- Correct English usage, spelling, grammar, and punctuation.
- JPIA and its relationship to its member agencies.
- Principles of work coordination.

Ability to:

- Perform a variety of complex and responsible administrative support work for an assigned Organization management position.
- Provide work coordination for other office support staff.
- Perform a variety of office management functions.
- Type at a rate of 50 words per minute from clear, legible copy.
- Take and transcribe minutes and notes at an acceptable rate for assigned responsibilities.
- Prepare a variety of correspondence.
- Perform research and prepare documents and reports.
- Maintain, update, and ensure the accuracy of fiscal records and data.
- Utilize computers and applicable software in the performance of office and administrative support assignments.
- Effectively represent the JPIA, including its programs and policies, with the public and other agencies.
- Maintain confidentiality of sensitive claim information.

Desirable Qualifications

Any combination of education and experience that would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Experience - Three years of increasingly responsible experience in performing a variety of office and administrative support work.

About ACWA JPIA

Mission Statement: The ACWA JPIA is dedicated to consistently and cost effectively providing the broadest possible affordable insurance coverages and related services to its member agencies.

The ACWA JPIA (JPIA) is a public entity formed in 1979 by the water agencies of the state of California. Like its members, the JPIA is a special district in the state of California. Its formation and operation are subject to the provisions of the California Government Code, including the Brown Act. It provides risk-sharing pools to meet the needs of its members for property, liability, workers' compensation, and employee benefits coverage.

For over forty years, the JPIA has been a partnership of water agencies working together to share the risks associated with purveying water. The risk-sharing pools of the JPIA are a cost-effective form of risk management available only to public entities, allowing them to bypass the high cost of commercial insurance. The coverages provided by this risk-sharing arrangement are unique to water agencies; the water agencies themselves--their directors and managers--have selected and refined these coverages. Not all water agencies are accepted into the JPIA. Prospective members must demonstrate a commitment to effective risk management programs.



Becoming a member is just the beginning. Besides handling covered claims for all members, the JPIA provides risk management services and training programs. Risk Control Advisors, who are specialists in the water industry, not generalists, perform on-site visits. Certified treatment plant operators and distribution system operators are on staff.

The risk management services include assistance with Injury and Illness Prevention Programs, ergonomic evaluations, Cal/OSHA regulatory compliance, confined space entry evaluations, noise surveys, and hazard communication programs. In addition, members receive assistance with their personnel policies and procedures as well as help in developing job descriptions and employee handbooks.

The JPIA is the premier provider of secure, stable and highly cost-effective alternatives for protecting the assets, liabilities and employees of public water agencies. We employ 59 staff and, in the past 10 years, have had minimal turnover because we operate in alignment with our values of **people, service, integrity, and innovation**.

ACWA JPIA is committed to fostering, cultivating, and preserving a culture of diversity, equity, and inclusion. Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities, and talent that our team members invest in their work represents a significant part of not only our culture, but our reputation and company's achievement as well.

We value and encourage our team members' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual identity, socio-economic status, veteran status, and other characteristics that make our team members unique.

Visit our website at acwajpia.com and get to know us.

Located in Roseville, CA, the JPIA headquarters resides in a modern, LEED certified building. Roseville is located 30 miles east of Sacramento and part of the Placer Valley. Situated at the base of the Sierra Nevada Mountains, Roseville boasts affordable living, exceptional schools, extensive parks and outdoor activities and only a 90-minute drive to Tahoe or San Francisco areas.



Compensation and Benefits

JPIA offers an attractive compensation and benefits package. The salary range for the position is **\$59,702 - \$89,552**. To determine approximate total compensation, add an additional 38% to the salary. This more accurately represents the total benefits received as an employee.

Benefits of Employment at JPIA

- Working with one of the most respected JPA's in the state
- Supporting an industry critical to California's future – water
- Being part of an organization where 97% of staff agreed that they know how their individual job contributes to the success of the organization
- Staff with engagement levels far exceeding most public entities
- Employee committees and activity groups focused on staff wellness, social activities and team building events (hiking, golf, disc golf groups also)
- Possible annual merit increases, dependent upon performance
- Qualified employer under the Public Service Loan Forgiveness program for student loan debt
- Medical: Choice of Kaiser (HMO or Consumer Driven Health Plan) or Anthem (HMO, PPO, or Consumer Driven Health Plan) paid **100% for employee and dependents**
- Health Savings Account offered for Kaiser and Anthem CDHPs with up to \$3000 contributed annually by JPIA.
- Dental: Choice of either Delta Dental (PPO) or Delta Care (HMO) paid **100% for employee and dependents**



Staff participating in our "Walk for Wellness" event at Maidu Park

- Vision is provided through VSP paid **100% for employee and dependents**
- Life Insurance: Group term life insurance paid **100% for employee**; additional options to purchase more
- Short-term and Long-term disability insurance paid **100% for employee.**
- Robust Employee Assistance Program for you and your dependents to help when life doesn't go as planned
- Mental Wellness benefits for you and your dependents which includes access to coaching, therapy, meditations, and more
- Fertility and family planning coverage (Anthem)

Your Peace of Mind

- Paid time away: New hires enjoy 36 days of paid time off in the first year (12 accrued days of vacation, 12 accrued days of sick leave - one per month - with unlimited accrual, and 12 paid holidays each year)
- Support the community with 8 hours per year of paid volunteer time
- Generous pension plans with the CalPERS retirement system
- Voluntary 457(b) compensation plans to allow additional income for retirement
- Educational assistance program from day one to encourage personal and professional growth



Staff volunteering at the Placer Food Bank

Application Procedure

Complete employment application located on JPIA's website, www.acwajpia.com. Click **Connect/Employment Opportunities/Job Openings**. Submit JPIA application, along with cover letter and resume to hr@acwajpia.com by **September 7, 2025**. This recruitment can end at any time without prior notice.

JPIA is an equal opportunity employer and is committed to fostering, cultivating, and preserving a culture of diversity, equity and inclusion. Diverse candidates are strongly encouraged to apply.

Interview Process

Only candidates chosen for an interview will be personally contacted. Those chosen will participate in a screening interview by phone and then, if passed, will be required to complete basic, job-related testing and sit for a panel interview, both in-person. Those will be held on **Wednesday, September 24, 2025**. Second interviews may be held if needed. Any offer of employment will be contingent upon the candidate completing a background and reference check, and a pre-employment physical and drug test (if applicable). No walk-ins please. EOE employer.

Thank you for your interest in joining ACWA JPIA

This position fact sheet is intended to provide general information and assist qualified individuals in determining interest in applying for this position. The information is not all-inclusive.