

# State Office of Risk Management

## Job Announcement

State Office of Risk Management

**POSTING NUMBER:** 22-0030

**JOB TITLE:** Claims Examiner II

**MONTHLY SALARY:** \$4,110.17

**POSTING DATE:** September 14, 2021

**LOCATION:** 300 West 15th Street, 6th Floor, Austin, TX 78701

**WORKING TITLE:** Claims Adjuster

**DURATION:** Until Filled

### **GENERAL DESCRIPTION**

The State Office of Risk Management (SORM) is currently seeking an experienced Claims Adjuster or Insurance Adjuster who specializes in adjusting Workers' Compensation claims. The ideal candidate will have knowledge of workers' compensation rules and regulations, Texas Labor Code, medical terminology, and demonstrated proficiency in workers' compensation investigation principles and guidelines, prior experience in investigating, analyzing, filing disputes, and paying benefits in accordance with the Texas Workers' Compensation Act and Rules, 28 Texas Administrative Code (TAC). This individual will manage a caseload of workers' compensation claims on one of three teams in the office, with a focus on medical and some lost time claims. Performs moderately workers' compensation claims administration. Work involves reviewing, approving, or rejecting claims as provided in the Texas Labor Code and Division of Workers' Compensation Rules.

### **ESSENTIAL JOB FUNCTIONS**

Reviews, determines compensability, and lost time workers' compensation claims in accordance with the Texas Workers' Compensation Act, DWC rules and regulations and internal procedures

Updates the claim file daily; uses the mainframe system to enter, retrieve, and update claim files

Interviews claimants, medical providers, witnesses, and other agency personnel in order to establish compensability

Anticipates customer needs and facilitates appropriate solutions; develops and maintains effective working relationships with claimants, client agencies, and other internal/external customers

Obtains recorded statements from claimants

Analyzes data and presents ideas effectively both orally and in writing

Prepares clear and concise written reports and correspondence to claimants, medical consultants, and agency personnel

Performs related work as assigned

Maintains relevant knowledge necessary to perform essential job functions

Attends work regularly in compliance with agreed-upon work schedule

Ensures security and confidentiality of sensitive and/or protected information

Complies with all agency policies and procedures, including those pertaining to ethics and integrity

### **MINIMUM QUALIFICATIONS**

Education: Graduation from high school or equivalent

Education: Bachelor's degree from an accredited college or university; experience in the following reviewing, adjusting, and/or processing workers' compensation claims may be substituted for the required education on a year-for-year basis

Six months full-time reviewing, adjusting, or processing insurance and/or workers' compensation claims experience

Licensed to adjust workers' compensation claims in Texas (License will be verified pre-employment)

Knowledge of Division of Workers' Compensation appeals process

Knowledge of medical terminology

Knowledge of Texas Workers' Compensation law and claims administration

Skill in handling multiple tasks, prioritizing, and meeting deadlines

Skill in effective oral and written communication (Writing sample required at the time of application and administered at time of interview).

Skill in exercising sound judgment and effective decision making

Ability to receive and respond positively to constructive feedback

Ability to work cooperatively with others in a professional office environment

Ability to provide excellent customer service

Ability to arrange for personal transportation for business-related travel

Ability to work more than 40 hours as needed and in compliance with the FLSA

Ability to lift and relocate 30 lbs.

Ability to travel (including overnight travel) up to 5%

### **PREFERRED QUALIFICATIONS**

Advanced knowledge of medical and pharmaceutical terminology

Advanced knowledge of general accepted medical procedures

Associate in Claims or other related insurance certification

### **TO APPLY**

All applications for employment with the State Office of Risk Management must be submitted electronically through [www.WorkInTexas.com](http://www.WorkInTexas.com). A State of Texas application in WorkInTexas (WIT) must be completed to be considered **OR** Submit a State of Texas Application for Employment to: Attn: Linda Griffin, State Office of Risk Management, P.O. Box 13777, Austin, TX 78711-3777. Military Crosswalk information can be accessed at [http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC\\_Insurance.pdf](http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_Insurance.pdf)

**THE SORM IS AN EQUAL OPPORTUNITY EMPLOYER**