

State Office of Risk Management

Job Announcement

State Office of Risk Management

POSTING NUMBER: 22-1066

JOB TITLE: Program Specialist IV

MONTHLY SALARY: \$5,000.00

POSTING DATE: September 6, 2022

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

WORKING TITLE: Performance Management Specialist

DURATION: Until Filled

GENERAL DESCRIPTION

The State Office of Risk Management is looking for a Performance Management Specialist. Responsibilities for this position include the developing, implementing, and administering performance management training and monitoring for the State Office of Risk Management. The performance management initiative will utilize the Centralized Accounting and Payroll/Personnel System (CAPPS) Performance Management module. In addition, this position will be responsible for developing and coordinating the State Office of Risk Management's Return-to-Work Program. The Performance Management Specialist should be passionate about people, understand the importance of workplace culture, have a strong sense of empathy and compassion, and have a strong attention to human resource ethics and integrity. The Performance Management Specialist may provide guidance to others and reports directly to the Director of Talent Management. SORM is a diverse and inclusive state agency. We serve the public by directly serving other state entities with their workers' compensation claims, insurance and risk management programs, and continuity of operations (COOP) plans. SORM's unique culture embraces communication, creativity, and critical thinking. We hire results-oriented, curious, innovative, and adaptable people with a strong desire to help our clients, and one another, succeed. SORM continually seeks to enhance the agency's expertise and service by hiring talented people whose aspirations align with the Office's vision. If you are a service-minded professional with the desire to work effectively and collaboratively with diverse colleagues and are looking for the stability of state service, we would love to visit with you. As a state employee, you are automatically enrolled in the state's retirement plan, and are eligible for additional health insurance benefits.

ESSENTIAL JOB FUNCTIONS

Supports Talent Management initiatives: performance management program and return-to-work program
Identify and manage timelines and deliver of projects and programs of high quality and within deadlines
Develops and supports the implementation, administration, and continuous improvement of the CAPPS Performance Management Systems
Develops and delivers CAPPS Performance Management Systems training for management and employees
Collaborates with management on identifying critical workforce requirements necessary to achieve current and future agency results
Coaches managers and employees in the performance process and reinforces the importance of employee development, rewarding high performance and addressing low performance
Maintains employees' current position descriptions to ensure consistency throughout the agency's working collaboration with managers and current employees
Monitors and tracks the status of employee performance evaluations, ensuring timely completion by employees/managers within the established deadlines
Manages, monitors, and tracks Performance Improvement Plans and outcomes to provide the employee with the opportunity to succeed
Develops and fosters relationships with employees on extended leave
Collaborates on development of the criteria for a variety of technical, training, research, planning, policy, program assessment, and administrative activities of the return-to-work program
Performs an array of technical, training, research, planning, policy, program assessment, and administrative activities for return-to-work program
Supports the development of program policies, procedures, manuals, and standards and plans program activities under the return-to-work program objective and goals
Collaborates in the development of a curriculum for BFOE, ADA, FMLA, modified duty, temporary disability accommodations, and empathy
Collaborates in developing action plans to assist state agencies with the development of their return-to-work plan and monitors the effectiveness of those plans
Serves as a liaison to staff, government agencies, community organizations, or the general public to explain and provide technical assistance in return-to-work program special requirements
May plan and conduct workshops and/or training programs
Provides guidance to others, as needed
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

Graduation from high school or equivalent
Two-years of experience in training or education or related fields
Two-years of experience in human resources operations or related field
Two-years of experience in the State of Texas CAPPS HR system or similar systems showing proficiency
General knowledge of workers' compensation administration
Skill in working effectively with diverse customers
Skill in long-range and short-range planning
Skill in gathering and analyzing accurate and relevant information
Skill in handling multiple tasks, prioritizing, and meeting deadlines
Skill in effective oral and written communication [Writing sample required at time of application and administered at the time of interview]
Skill in exercising sound judgment and effective decision making
Ability to maintain the highest confidentiality
Ability to coordinate multiple projects simultaneously
Ability to maintain effective working relationships within and outside of the agency
Ability to obtain and maintain an adjuster's license
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

Graduation from an accredited four-year college or university with major course work in human resources management, business or public administration, or related field
Three-year of experience in human resources operations
Three-year of experience in applicant tracking systems
Three-year of experience in training or education
Two-year experience in workers' compensation administration
State of Texas employment experience
Certified Professional in Human Resources (PHR), Society for Human Resources Management Certified Professional (SHRM-CP), or other human resources-related certification

TO APPLY

All applications for employment with the State Office of Risk Management must be submitted electronically through 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.state.tx.us/Compensation/MilitaryCrosswalk/MOSC_ProgramManagement.pdf.

THE SORM IS AN EQUAL OPPORTUNITY EMPLOYER