

State Office of Risk Management

Job Announcement

State Office of Risk Management

POSTING NUMBER: 23-0396

JOB TITLE: Administrative Assistant II

MONTHLY SALARY: \$2784-\$2784

POSTING DATE: January 9, 2023

LOCATION: 300 WEST 15TH STREET, 6TH FLOOR, AUSTIN 78714

WORKING TITLE: Document Specialist

DEPENDING ON QUALIFICATIONS

DURATION: UNTIL FILLED

GENERAL DESCRIPTION

The State Office of Risk Management (SORM) is diverse and inclusive state agency looking for an entry level Document Specialist. This person will assist with originating workers' compensation claim files by processing mail for SORM. Responsibilities include entry-level data entry work, receiving, sorting, and delivering mail to internal departments, scanning documents, and other responsibilities related to the origination of workers' compensation claim files. This is an excellent position to learn the inner workings of the documents and processes related to adjusting a workers' compensation claim. This position is an entry-level administrative support role in the Intake Management department and requires disseminating information in a general office environment.

SORM is a unique 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 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.

Level of Supervision of State Classification: Works under general supervision, with limited latitude for the use of initiative and independent judgment.

ESSENTIAL JOB FUNCTIONS

Pick up mail from OAG/Mail Center twice a day.

Open, date stamp and sort incoming mail according to due date.

Sort and deliver incoming mail to Department bins in a timely fashion and according to set procedure.

Copy priority documents and all small pages to "standard" size for scanning.

Record receipt of checks/warrants/cash into a log and deliver to Accounting and Finance Department.

Maintain and review receipt logs for incoming certified mail.

Record number of return mail, certified and overnight mail pieces received into log.

Process outgoing certified mail by entering recipient information into firm mailing book for accountable mail log and create shipping label for over-night mail via the FedEx website.

Deliver out-going certified mail to OAG/Mail Center and overnight packages to mailbox according to set procedure.

Process pre-auth images and recorded statements by importing the file images to FileNet storage.

Prepare, sort and scan documents and medical bills to FileNet storage.

Process and create bar code sheets for the priority and non-priority documents by performing data entry into the Claims Management System (CMS) for identification and tracking of documents.

Perform quality assurance of scanned documents by reviewing and editing documents and medical bills prior to sending them to FileNet storage and to cost containment vendor.

Provide back-up assistance to Receptionist.

Prepare clean claim review of medical bills by creating bar code sheets and performing data entry into the Claims Management System (CMS) for identification and tracking of the bills and ensuring they are completed pursuant to TDI-DWC rules.

Provides excellent customer service.

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 a standard senior high school or equivalent

One year and six months full-time experience working in general office, complex clerical, secretarial or closely related field; may substitute thirty credit hours from accredited college or university for the required experience

Knowledge of general office or administrative practices and procedures

Knowledge of organizational behavior, including assuming and sharing responsibility

Skill in working under pressure and meeting deadlines

Skill in organization.

Skill in long-range and short-range planning.

Skill in using a computer for word-processing and data entry/retrieval

Skill in providing customer service.

Skill in gathering and analyzing accurate and relevant information.

Skill in effective oral and written communication [Writing sample to be submitted at the time of interview]

Ability to receive and positively respond to constructive feedback

Ability to work cooperatively with others in a professional office environment

SORM IS AN EQUAL OPPORTUNITY EMPLOYER

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Ability to provide excellent customer service
Ability to work more than 40 hours as needed and in compliance with the FLSA
Ability to work 8 a.m. – 5 p.m., Monday through Friday
Ability to lift and relocate 30 lbs.

PREFERRED QUALIFICATIONS

Graduation from a four-year accredited college or university with a Bachelor's degree

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.texas.gov/Compensation/MilitaryCrosswalk/MOSC_Insurance.pdf

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