

State Office of Risk Management

Job Announcement

State Office of Risk Management

POSTING NUMBER: 24-0325

JOB TITLE: Administrative Assistant II

MONTHLY SALARY: \$3666.67

POSTING DATE: January 12, 2024

LOCATION: 300 WEST 15TH STREET, 6TH FLOOR, AUSTIN 78701

WORKING TITLE: Receptionist

DEPENDING ON QUALIFICATIONS

DURATION: UNTIL FILLED

GENERAL DESCRIPTION

The State Office of Risk Management is diverse and inclusive state agency looking for a Receptionist in the Intake Management Department. In this entry-level administrative support position, you will be the first friendly voice who represents the agency for clients, claimants, and vendors. Become part of a growing team that offers upward momentum towards job growth into other positions in the Office such as claims, finance, or risk management. If you are friendly and reliable, and want to be part of the SORM family, we encourage you to apply.

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 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 Complexity of State Classification: Entry-Level

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

ESSENTIAL JOB FUNCTIONS

Serves as the agency Receptionist, answering phones, transferring calls to the appropriate staff, greeting visitors

Date stamp and sort documents from the TDI-DWC office and forward to the Document Processing Department for processing.

Print and sort faxes according to document type and forward to DPD for processing.

Periodically check the agency's central e-mail account and print, sort and forward the documents to the DPD or processing.

Maintain coordination of id badges for visitors and employees.

Create and process "return to sender" letters to return mail that does not belong to SORM.

Prepare out-going mail which includes medical bills being returned to providers.

Periodically check the agency's voice mail box for messages.

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 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

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

SORM IS AN EQUAL OPPORTUNITY EMPLOYER

State Office of Risk Management

Job Announcement

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

SORM IS AN EQUAL OPPORTUNITY EMPLOYER