

State Office of Risk Management

Job Announcement

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POSTING NUMBER: 00039123

JOB TITLE: Claims Examiner I

MONTHLY SALARY: \$4,250

POSTING DATE: 07/18/2025

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

WORKING TITLE: Claims Adjuster

DEPENDING ON QUALIFICATIONS

DURATION: UNTIL FILLED

GENERAL DESCRIPTION

The State Office of Risk Management (SORM) is currently seeking a Claims Adjuster who will review and determine compensability on workers' compensation claims. This entry-level position will manage the intake of claim files interviewing claimants, medical providers, and others to determine the compensability of a claim; with opportunities for career advancement/growth. This person will review, approve or reject claims in accordance with the Texas Workers' Compensation Act and division of Workers' Compensation (DWC) Rules and will work under moderate supervision, with limited latitude for the use of independent judgment.

SORM's core missions are customer service oriented. We administer the workers' compensation program, insurance and risk management programs, and continuity of operations program for other state entities. SORM's unique culture embraces communication, creativity, and critical thinking. We are seeking results-oriented, curious, innovative, and adaptable staff with a strong desire to help our clients, and one another succeed. If you're looking for a fulfilling career in public 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: Routine

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

ESSENTIAL JOB FUNCTIONS

Responds to calls and queries from internal and external customers

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

Updates the claim file diary; 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

Obtains recorded statements from claimants

Analyzes data and present ideas effectively both orally and in writing

Prepares clear and concise written reports and correspondence to claims, 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

Experience: one year of full-time experience working in the following (or closely related) fields: general office, complex clerical, and secretarial experience.

Experience and education may be a substitute for one another

Knowledge of medical terminology

Knowledge of Texas Workers' Compensation law and claims

Skill in handling multiple tasks, prioritizing, and meeting deadlines

Skill in effective oral and written communication {writing sample will be administered at the 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 obtain and maintain an adjuster's license

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

Education: Bachelor's degree from an accredited college or university

Knowledge: Advanced knowledge of medical and pharmaceutical terminology

Knowledge: Advanced knowledge of generally accepted medical procedures

Certifications: Associate in Claims or other related insurance certification

TO APPLY

SORM IS AN EQUAL OPPORTUNITY EMPLOYER

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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: Andrew Velasquez, 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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