

State Office of Risk Management

Job Announcement

State Office of Risk Management

POSTING NUMBER: 25-0735

JOB TITLE: Administrative Assistant II

MONTHLY SALARY: \$3,320.30

POSTING DATE: 08/18/2025

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

WORKING TITLE: Receptionist

DEPENDENT ON QUALIFICATIONS

DURATION: UNTIL FILLED

GENERAL DESCRIPTION

The State Office of Risk Management (SORM) is 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. Responsibilities include: Managing calls effectively, managing incoming faxes and emails and uploading them to workflow queues in the Risk Management Information System (RMIS), processing documents from Texas Department of Insurance-Division of Workers' Compensation (TDI-DWC) and processing outgoing mail.

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: 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.

Processes electronic documents received from the Texas Department of Insurance-Division of Worker's Compensation Office (TDI-DWC) by assigning the appropriate document type.

Monitors and processes incoming faxes within the established time frame.

Monitors and processes documents from the agency's central e-mail account and within the established time frame.

Processes return mail by contacting claimant to obtain mailing address and adding note entry in RMIS.

Maintains coordination of id badges for visitors and employees.

Maintains coordination of visitor sign-in book,

Maintains coordination of interviewee sign-in book.

Prepares out-going mail for medical bills to be returned to providers.

Maintains coordination of visitors registered via the Visitor Registration Website.

Checks agency voice mail box and forward messages to appropriate personnel.

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

Experience: Two years of full-time experience working in general office, complex clerical, secretarial or closely related field; may substitute sixty credit hours from an 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 adhere to work schedules, follow procedures with respect to leave and submit accurate timesheets by prescribed deadlines.

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.

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PREFERRED QUALIFICATIONS

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

Experience with Adobe Pro

Experience working in a Risk Management Information System (e.g. Origami).

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: 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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