

State Office of Risk Management

Job Announcement

State Office of Risk Management

POSTING NUMBER: 29-0436

JOB TITLE: Program Supervisor V

MONTHLY SALARY: \$6,890.62

POSTING DATE: 04/09/2026

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

WORKING TITLE: Claims Supervisor

DEPENDING ON QUALIFICATIONS

DURATION: UNTIL FILLED

GENERAL DESCRIPTION

Work includes active participation in establishing Claims Operations Department goals and objectives; developing department guidelines, procedures, policies, rules, and regulations; developing schedules, priorities, and standards for achieving department goals; evaluating department activities; and coordinating department activities. Plans, assigns, and supervises the work of others.

Level of Complexity of State Classification: Highly Complex

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

ESSENTIAL JOB FUNCTIONS

Oversees the work of assigned unit within Claims Operations Department
Participates in the preparation of program management and productivity reports and studies
Confers with staff on department issues and problems to identify and implement solutions
Plans, implements, coordinates, monitors, and evaluates programs
Participates in establishes department goals and objectives; and develops and approves schedules, priorities, and standards for achieving goals
Participates in the development of department goals and objectives evaluation activities
Provides technical assistance in a department area
Plans, assigns, and supervises the work of others
Communicates openly and honestly with colleagues and customers
Takes personal responsibility for the quality and content of assigned units' work product
Prioritizes unit and individual workload to ensure deadlines are met and productivity maximized
Ensure equal collaboration and contribution among unit and claims department
Development of claims adjusters, explaining claims processes, deadlines and overall claims handling in an understandable manner.
Maintain and retain claims staff, along with working to keep team morale at a positive state
Review claims from adjusters on the team to ensure quality of claims handling.
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
Five years full-time reviewing, adjusting, or processing workers' compensation claims experience
Licensed to adjuster workers' compensation claims in Texas {License will be verified pre-employment}
Knowledge of Division of Workers' Compensation appeals process
Knowledge of medical terminology
Knowledge of Texas Workers' Compensation law and claims administration
Skill in working under pressure and meeting deadlines
Skill in working effectively with a diverse of customers
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]
Ability to be an independent worker within a team environment
Skill in exercising sound judgment and effective decision making
Ability to make timely, informed decisions that take into account the facts, goals, constraints, and risks
Ability to interpret and appropriately apply complex rulings regarding Texas Workers' Compensation law and claims administration
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 provide a positive work environment for claims staff

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Ability to complete assignments with attention to detail and accuracy
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
Management experience
Advanced knowledge of medical and pharmaceutical terminology
Advanced knowledge of general accepted medical procedures
Associate in Claims or other related insurance 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: 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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