



OFFICE OF INJURED EMPLOYEE COUNSEL

Austin Central Office (Metro)

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The Office of Injured Employee Counsel does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or in the provision of services. Any request for reasonable accommodation needed during the application process should be communicated by the applicant to staff in the application area.

Apply by emailing a State of Texas Application to OIECInbox@oiec.texas.gov

Veteran's Preference:

To receive veterans' preference, applicants must provide at least one the following documents with their State of Texas Application:

- a copy of the DD 214, member #4;
- a statement of compensation from the Veterans Benefits Administration; or
- a copy of the DD 1300.

Applicable Military Occupational Specialty (MOS) codes are included, but not limited to the following:
35, 68, 89, 80, 16

Additional Military Crosswalk information can be accessed at:

http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_ProgramManagement.pdf

Current Opportunity: Workers' Compensation Regional Manager

The Regional Manager is selected by and reports to the Regional Director. Performs complex managerial work and oversees Ombudsman and Customer Service staff that assist injured employees throughout the dispute resolution process. Coordinates workflow, monitors quality of work/product, ensures that team members are trained and work is consistent with rules, regulations and policies. Communicates with injured employees and other parties of interest, analyzes cases or regulatory issues of a complex nature, and after review, may propose appropriate solutions for cases that have been appealed, or regulatory/compliance matters involving multiple issues. Works with Regional Staff Attorneys to assist in bringing cases to resolution or may be assigned special duties, studies or projects when management requires a technical review or opinion. Works under general supervision and has broad latitude for the use of initiative and independent judgment. The Regional Manager must have or obtain and maintain a workers' compensation adjuster's license. Observes and enforces all applicable agency policies and procedures, including leave and attendance policies, safety rules and regulations, and proper use of state property. Requires frequent statewide travel.

This position:

- performs supervisory duties such as assigning work, tracking production levels, ensuring that performance requirements such as timeliness, accuracy and quality are met; training staff, evaluating staff and preparing reports and performance evaluations, counseling and disciplining employees, if appropriate, and scheduling and approving use of leave accruals; justifying filling of vacant positions, interviewing candidates and preparing recommendations for hire;
- functions as a technical expert in claims processing and procedures and works with staff to develop and update procedures, practices and policies for publication on the agency's on-line technical and administrative manual or issues;
- occasionally assists unrepresented claimants with their cases and ensures they are afforded the opportunity to resolve all issues; explores avenues for resolving each dispute and ensures injured employees understand the provisions of agreements; participates in benefit review conferences, contested case hearings and appeals adverse rulings or responds to appeals; uses subpoenas and other tools to help injured employees obtain supporting evidence and ensures appropriate exchange of evidence; and presents case by introducing evidence, eliciting testimony, and effective use of presentation skills; and
- develops and maintains knowledge of the law, rules, Appeals Panel decisions, medical terminology, and other relevant subject matter.

Qualifications:

Graduation from an accredited four-year college or university. Education and experience relevant to position requirements may be substituted for one another on a year-for-year basis.

Requirement for a Program Supervisor III (classification title):

- three years full-time experience in the field of workers' compensation.

Requirement for Program Supervisor IV (classification title):

- four years full-time experience in the field of workers' compensation.

Requirement for Program Supervisor V (classification title):

- five years full-time experience in the field of workers' compensation.

Preferences for this position include:

- two years management, supervisory or team lead experience; and
- three years full-time experience as an Ombudsman I; or
- two years full-time experience as an Ombudsman II;
- call center, customer service experience;
- health care and/or social work experience;
- paralegal and/or dispute resolution experience; and
- bilingual in English and Spanish (oral and written).

This position requires demonstrated knowledge of:

- Texas Workers' Compensation Act, Division of Workers' Compensation (DWC), and Office of Injured Employee Counsel (OIEC) rules, policies and procedures; and
- workers' compensation claims related processes.

This position requires demonstrated skill in:

- applying and explaining the workers' compensation laws and rules and OIEC rules and procedures;
- providing excellent customer service;
- use of software applications, including Microsoft Word and Excel; and
- use of correct grammar, punctuation and spelling.

This position requires the demonstrated ability to:

- analyze documents, reports and correspondence;
- recognize problems and provide possible solutions;
- investigate complaints regarding workers' compensation matters;
- make mathematical calculations to determine appropriate benefit amounts;
- manage multiple, competing priorities;
- establish and maintain effective working relationships with a variety of individuals and groups; and
- communicate effectively both verbally and in writing with all levels of employees and the public.

OIEC will conduct a criminal background check on all final candidates. An applicant who has been convicted of a criminal offense relevant to the position may be disqualified from employment.

Job Details:

Opening Date:	9/28/2016
Functional Title:	Workers' Compensation Regional Manager
Classification Title:	Program Supervisor III, IV or V
Status:	Internal/External – OIEC Employees and the General Public
Application Deadline:	Until Filled
Pay Group:	B19, B20, or B21
Monthly Salary:	\$4,527.08 - \$5,210.42
Annual Salary:	\$54,324.96 - \$62,525.04
Job Posting Number:	17-042
Location:	9514 Console Drive, Suite 200, San Antonio, TX 78229 (San Antonio Office)
Travel Required:	50%