



Workers' Compensation Regional Manager (Houston East Office)

Full-Time | \$57K - \$65K | 5425 Polk Street, Suite 130, Houston, TX 77023

The Workers' Compensation Regional Manager will be located in the Houston East office. 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, and 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 and 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. 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.

This position

- assigns work;
- tracks production levels;
- ensures performance requirements are met;
- trains and evaluates staff;
- prepares reports;
- conducts employee performance reviews;
- counsels and disciplines employees;
- approves leave;
- justifies filling vacant positions; interviews candidates and submits recommendations for hire;
- acts as technical expert in claims processing and procedures;
- works with staff to develop and update procedures;
- may assist injured employees with their disputes and obtain supporting evidence; and
- develops and maintains knowledge of the law, rules, Appeals Panel decisions, medical terminology, and other relevant subject matter.

JOB DETAILS

Job Posting #18-201

Title

Workers' Compensation Regional
Manager

Location

5425 Polk Street, Suite 130
Houston, TX 77023

Salary

\$57,000.00 – \$65,000.04
(\$4,750.00 - \$5,416.67/month)

Travel

50%

Open Date

4/5/2018

Application Deadline

Until Filled

Status

Internal/External

Pay Group

B19

MOS Codes

35, 68, 89, 80, 16

Required knowledge

- 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.

Required skills

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

Required 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.

Qualifications

Graduation from an accredited four-year college or university. Experience relevant to position requirements may substitute for education on a year-for-year basis.

Additionally, this position requires:

- three years full-time experience in the field of workers' compensation; and
- must obtain and maintain Texas adjuster's license.

Preferences for this position include

- two years management, supervisory or team lead experience;
- three years full-time experience as an OIEC Ombudsman;
- 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).

How to apply

Complete and submit the State of Texas Application or questions to jobs@oiec.texas.gov. Visit www.oiec.texas.gov/contact/jobs.html for more information.

To receive VETERAN'S PREFERENCE

Applicants must provide at least one of 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

Military Crosswalk

- 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.state.tx.us/compensation/MilitaryCrosswalk/MOSC_InformationandCommunication.pdf

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

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 OIEC staff.