



Regional Manager

Job Posting #18-298

Full-Time | \$57K - \$65K annual | 6900 Anderson Blvd., Suite 200, Fort Worth, TX 76120

Open Date 7/3/2018 | until filled | internal/external | 50% travel | Pay Group B19

This position performs complex managerial work and oversees the daily operations activities of the Fort Worth and Tyler field offices. The Regional Manager must have or obtain and maintain a workers' compensation adjuster's license.

This position

- coordinates workflow, monitors quality of work; and ensures team members are trained and work is consistent with rules, regulations and policies;
- directs and manages the Ombudsman and Customer Service programs in the advocacy of injured employees within the Texas Workers' Compensation system;
- administers performance evaluations, develops and implements corrective action/improvement plans, when necessary;
- interviews job applicants, approves and makes recommendations to hire;
- ensures employees receive training and have resources necessary to perform their assigned duties;
- directs office activities to ensure the proper handling of workers' compensation claims;
- develops and implements policies and procedures to improve office operations;
- provides feedback and input to senior management on agency-wide procedures;
- works under general supervision and has broad latitude for the use of initiative and independent judgment;
- responds to customer complaints and legislative inquiries;
- develops and maintains knowledge of the law, rules, Appeals Panel decisions, medical terminology, and other relevant subject matter; and
- performs other duties as assigned.

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

- use of Microsoft Office (Word and Excel); and
- use of correct grammar, punctuation and spelling.

Required ability to

- apply and explain the workers' compensation laws and rules and OIEC rules and procedures;
- analyze documents, reports and correspondence;
- 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.

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 as a manager; and
- must obtain and maintain Texas adjuster's license.

Preferences for this position include

- two years workers' compensation experience;
- 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.