



## Workers' Compensation Ombudsman (Advocate) (3 positions)

Full-Time | \$38,265 - \$40,356 | 7551 Metro Center Drive, Suite 100, TX 78744 (Austin Field Office)

The **workers' compensation ombudsman** is an advocate who assists and educates the injured employees of Texas. They help when there are difficulties in the workers' compensation claim during the dispute resolution process. Being an ombudsman involves: assisting the injured employee one-on-one throughout the dispute process; answering questions from the injured employee; reviewing claims for medical and income benefits; studying the case background on each claim; gathering and evaluating information (including medical records and letters from doctors); reporting and referring complaints; and tracking and providing information and claim status.

### This position

- assists and prepares the injured employee in mediations and/or formal hearings (proceedings) under the observation of a mentor;
- educates the injured employee about the workers' compensation dispute process and workers' compensation law/rules;
- responds to questions asked by the injured employee;
- assists with referrals to social services with other state agencies;
- contacts insurance carriers and medical providers to identify and resolve disputes;
- documents customer contact in a computer system;
- answers general customer service calls;
- explores alternatives for resolution of disputes;
- provides assistance in filing claims;
- assists with obtaining supporting claim documentation from doctors; and
- initiates follow-up contacts about the results of proceedings.

### Experience, field and/or focus

Claims management, health care, insurance, legal, social work, workers' compensation.

In addition, the Ombudsman I assists unrepresented injured employees with mediations, formal hearings and appeals unsupervised; and investigates complaints.

### Required knowledge

- Microsoft Word and Outlook.

### Required skills

- assisting the public;
- handling and solving problems;
- report writing and records maintenance principles and practices;
- interpreting and explaining laws and regulations;
- data entry and retrieval; and
- use of correct grammar, punctuation and spelling.

### JOB DETAILS

#### Job Posting #18-011

#### Title

Workers' Compensation Ombudsman

#### Class Title

Associate Ombudsman, or  
Ombudsman I

#### Location

7551 Metro Center Drive, Suite 100  
Austin, TX 78744

#### Salary

\$38,265.36 - \$40,356.24/year  
(\$3,188.78 - \$3,363.02/month)

#### Travel

25%

#### Open Date

09/13/2017

#### Application Deadline

09/22/2017

#### Status

Internal/External

#### Pay Group

B15 or B17

#### MOS Codes

27, 250X, LGL10, 04, 44, 51

## Required ability to

- travel;
- multitask between different cases and meet deadlines;
- 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.

## MUST COMPLETE TRAINING PROGRAM TO OBTAIN A TEXAS ADJUSTER'S LICENSE.

## Preferences for this position include

- experience with medical terminology, rehabilitation, and disabilities/impairments; and
- bilingual in English and Spanish language skills (oral and written).

## Qualifications

### For WC Ombudsman (Ombudsman Associate)

- graduation from an accredited four-year college or university. Education and relevant experience may be substituted for one another on a year-for-year basis;
- one year full-time experience in claims management, insurance, healthcare, social work, **or** workers' compensation; and
- ability to obtain a workers' compensation adjuster's license (fingerprints/criminal background check).

### For WC Ombudsman (Ombudsman I)

- graduation from an accredited four-year college or university. Education and relevant experience may be substituted for one another on a year-for-year basis;
- successful completion of the OIEC Ombudsman Associate training; and
- Texas adjuster's license.

## How to apply

Complete the State of Texas Application. Submit your application or questions to [jobs@oiec.texas.gov](mailto:jobs@oiec.texas.gov). Visit [www.oiec.texas.gov/contact/jobs.html](http://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: 27, 250X, LGL10, 04, 44, 51
- Additional Military Crosswalk information can be accessed at:
- [http://www.hr.sao.state.tx.us/compensation/MilitaryCrosswalk/MOSC\\_Legal.pdf](http://www.hr.sao.state.tx.us/compensation/MilitaryCrosswalk/MOSC_Legal.pdf)

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**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.*