



Call Center Agent

Full-Time | \$31,992 | 7551 Metro Center Drive, Suite 100, Austin, TX 78744

The Call Center Agent is on the front lines and is the first point of contact with our agency to assist the injured employees of Texas. You will be responsible for taking a high volume of inbound phone calls and providing a positive, helpful experience to our customers. You will provide information and assistance to injured employees about the workers' compensation system and answer general questions regarding workers' compensation benefits, laws and rules, and policies and procedures. The Call Center Agent answers customer service calls through a phone call queue or in person and assists injured employees with claim specific questions and appropriate referrals to social services with other state agencies. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

This position

- provides preliminary information and general assistance in claim activities;
- verifies, updates and corrects claim information in a computer system;
- reviews and logs receipt of forms, incoming mail and faxes;
- documents all customer contact;
- attempts to resolve claim disputes by contacting insurance adjusters and/or health care providers;
- explains and provides information about rights, responsibilities and services;
- refers unresolved disputes to the appropriate staff;
- assists injured employees on the phone call queue or customer walk-ins;
- assists with contacting appropriate licensing boards for complaints against health care providers;
- prepares correspondence letters, memorandums, claim folders and reports for the ombudsmen; and
- schedules hearings and meetings for ombudsmen and maintains a docket calendar.

Work Hours:

Monday – Friday 8:00 am – 5:00 pm

JOB DETAILS Job Posting #18-050

Title

Call Center Agent

Class Title

Customer Service Representative III

Location

7551 Metro Center Drive, Suite 100
Austin, TX 78744

Salary

\$31,992.24/year
(\$2,666.02/month)

Travel

5%

Open Date

11/7/2017

Application Deadline

Until filled

Status

Internal/External

Pay Group

A13

MOS Codes

92, Logistics, 741X, 0100, 01, 3A, 3M

Field and/or focus, attendance, work hours

Customer service, health care, insurance, legal, social work, workers' compensation.

Unless specifically and expressly stated otherwise, regular attendance is an essential function of every OIEC job.

Required knowledge

- Microsoft Word and Outlook.

Required skills

- explaining complex information to others;
- providing excellent customer service; and
- use of correct grammar, punctuation and spelling.

Required ability to

- maintain confidentiality;
- continually display a positive attitude;
- handle multiple tasks simultaneously;
- learn, remember, and explain complex concepts; and
- communicate effectively both verbally and in writing including active listening skills.

Preferences for this position include

- experience in a call center environment; workers' compensation claims related processes; health care; social work; and
- bilingual in English and Spanish language skills (oral and written).

Qualifications

Graduation from high school or equivalent. Education and experience relevant to position requirements may be substituted for one another on a year-for-year basis.

Additionally, this position requires:

- eighteen months full-time experience in a customer service environment and/or office setting performing administrative work.

How to apply

Complete the State of Texas Application. Submit your 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:
92, Logistics, 741X, 0100, 01, 3A, 3M
- Additional Military Crosswalk information can be accessed at:
http://www.hr.sao.state.tx.us/Compensation/MilitaryCrosswalk/MOSC_AdministrativeSupport.pdf

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.

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.