



OFFICE OF INJURED EMPLOYEE COUNSEL

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 An Equal Opportunity Employer

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.

Title: OIEC Customer Service Representative IV	Opening Date: 09/30/09	Application Deadline: OPEN UNTIL FILLED	Starting Salary: PG A15 \$2, 717.58	Job # 10-014 Amended & Repeated
Agency: OFFICE OF INJURED EMPLOYEE COUNSEL		Location: Elias Ramirez Building 5425 Polk Street, Suite 130 Houston, Texas 77023-1423		Travel Required: 5%

**INTERNAL/EXTERNAL POSTING - for OIEC EMPLOYEES and GENERAL PUBLIC
 POSITION WAS FORMERLY POSTED AS 09-229
 PREVIOUS APPLICANTS MUST APPLY TO BE CONSIDERED**

GENERAL DESCRIPTION

The Customer Services Representative is selected by the Director of Customer Service and reports to the Customer Services Supervisor. Performs advanced customer service work. Provides customer service support and receives and responds to various public inquiries for information. Provides interpretation or explanation of workers' compensation processes, rules, and procedures. Enters information into databases. Contacts third parties, such as insurance adjusters or healthcare providers, to identify and attempt to resolve issues and disputes. Researches information to solve customers' problems. Provides explanation of agency services and gathers and evaluates information. Works under limited supervision with considerable latitude for use of initiative and independent judgment. May train or mentor other Customer Service Representatives and/or may serve as Customer Service Team Lead.

Duties include:

- answering walk-in and telephone customers' questions;
- providing preliminary information and general assistance in claims activities including providing brochures and forms;
- verifying, with injured employees' assistance, that claim information on mainframe computer systems is accurate, updating and correcting as needed;
- providing assistance and training to other Customer Service Representatives. Working with Director and Customer Service Supervisors to develop policies and procedures for the Customer Service Division. May develop and initiate training programs and tracking procedures;
- reviewing and logging receipt of forms;
- documenting all customer contact;
- attempting to resolve disputes at all stages of the claim process;
- explaining and providing information about rights, responsibilities or services;
- telephoning other parties for clarity or resolution to possible disputes;
- referring unresolved disputes to the appropriate staff;
- making appropriate social service referrals and assisting injured employees with contacting appropriate licensing boards for complaints against health care providers; and
- performing other related duties as assigned.

QUALIFICATIONS:

Education/Experience: Graduation from high school or equivalent. **PLUS:** Two (2) years full time experience in a customer service industry and office procedures that include use of personal computer software and mainframe applications. College hours in course work relevant to required experience may be substituted for experience on a year-for-year basis. **Bilingual language customer service skills in English/Spanish required.** Experience in office procedures that include use of personal computer software and mainframe applications.

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Prefer: College-level course work; health care or social work experience; paralegal and/or dispute resolution experience; call center customer service experience; experience in applying and explaining complex laws, rules, policies or procedures to others.

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

KNOWLEDGE, SKILLS AND ABILITIES

Applicant should have demonstrated:

- knowledge of the Texas Workers' Compensation Act, Division of Workers' Compensation (DWC), and Office of Injured Employee Counsel (OIEC) rules, policies and procedures;
- knowledge of workers' compensation claims management and other laws related to workers' compensation; medical terminology preferred;
- knowledge of basic computer applications;
- ability to establish and maintain effective working relationships with a variety of individuals and groups;
- ability to analyze documents, reports and correspondence regarding workers' compensation matters;
- ability to frequently move in and around personal work space and to and from other areas of the office building to attend meetings, deliver/retrieve materials, conduct interviews, or other areas outside of personal work space; frequent stooping, bending and standing to retrieve/replace files in a large filing system;
- ability to perform visual activities requiring prolonged attention to detail such as editing and proofreading or continuous use of personal computers;
- ability to recognize problems and provide possible solutions;
- ability to manage, organize and prioritize a high volume workload;
- ability to hear and understand speech to interact with co-workers/clients/customers on a routine or frequent basis with or without the use of amplifying equipment/hearing aids;
- ability to travel to provide mentoring or training for Customer Service Representatives in other field offices, attending conferences, etc;
- skill in effective communicate in English and Spanish, to all participants within the workers' compensation system; and,
- skill in applying and explaining the workers' compensation laws and OIEC rules and procedures.

Apply by submitting a State of Texas Application form completed in accordance with Office of Injured Employee Counsel Instructions.

This position may require travel in order to carry out the essential functions of the job. Driving records will be checked on final candidate(s) for this position to ensure candidate(s) meet(s) the fully qualified driving status as defined by the agency.

An individual who qualifies for a veteran's employment preference is entitled to a preference in employment with OIEC over other applicants for the same position that do not have a greater qualification. Tex. Gov't Code §657.003.