

# State Office of Risk Management

## Job Announcement

State Office of Risk Management

**POSTING NUMBER:** 23-0484

**JOB TITLE:** Legal Assistant I

**MONTHLY SALARY:** \$4166.67-\$4166.67

**POSTING DATE:** January 27, 2023

**LOCATION:** 300 WEST 15<sup>TH</sup> STREET, 6<sup>TH</sup> FLOOR, AUSTIN 78701

**WORKING TITLE:** Legal Assistant

**DEPENDING ON QUALIFICATIONS**

**DURATION:** UNTIL FILLED

### **GENERAL DESCRIPTION**

The State Office of Risk Management (SORM) is looking for a Legal Assistant. This position is a key role in Legal Management and provides support and assistance for others. As the Legal Assistant, you will work collaboratively with Legal Services' staff and a wide variety of other people. You will handle routine and advanced administrative and clerical tasks to support efficient and smooth daily operational needs. Your duties include performing tasks to assist others; providing polite and professional assistance via phone, mail, and e-mail; maintaining appropriate filing and tracking systems; managing calendars and assignment logs; making reservations or travel arrangements, and generally being a helpful and positive presence in the workplace.

You will actively engage with staff, directors, and executive management, provide assistance, and meet challenges directly and willingly. You must perform tasks timely and accurately and have a genuine desire to meet the needs of others. This position serves as the initial point of contact so you must ensure that all interactions between the agency and others are positive and productive.

The ideal candidate will be customer-service oriented; value and promote teamwork; and be attentive to detail.

SORM is a diverse and inclusive state agency. We serve the public by directly serving other state entities with their workers' compensation claims, insurance and risk management programs, and continuity of operations (COOP) plans. SORM's unique culture embraces communication, creativity, and critical thinking. We hire results-oriented, curious, innovative, and adaptable people with a strong desire to help our clients, and one another, succeed. SORM continually seeks to enhance the agency's expertise and service by hiring talented people whose aspirations align with the Office's vision. If you are a service-minded professional with the desire to work effectively and collaboratively with diverse colleagues and are looking for the stability of state service, we would love to visit with you.

### **ESSENTIAL JOB FUNCTIONS**

Confers and collaborates with others on a regular basis. Contributes to team effort by accomplishing results and providing assistance as needed.

Assists with all Legal Service's responsibilities when assistance is needed to ensure workloads are distributed equitably and legal deadlines are met.

Serves as an initial point of contact with internal staff and external parties regarding calls, documentation, meetings, disputes, hearings, litigation, and related matters. Handles requests for information and provides information verbally and in writing. Prepares written responses to routine requests. Exhibits polite and professional communication in person and via phone, e-mail, and mail.

Maintains and monitors information for work assignments assigned to Legal Services, including designated doctor examinations, information exchanges for benefit review conferences and contested case hearings, SSA and attorney requests, and subpoenas.

Maintains and updates detailed information on workers' compensation dispute activities, hearing dates and times, locations, and representative assignments. Processes, records, and distributes litigation related information and documentation.

Ensures relevant litigation information and documentation is promptly processed, recorded, and provided to the relevant staff member, hearing representative, adjuster and/or the Office of the Attorney General.

Submits requests representation to the Office of the Attorney General.

Prepares document packets and litigation related documentation within statutory deadlines and in accordance with internal standards and processes.

Accurately calculates deadlines and ensures deadlines for information exchanges, documentation production, and representation requests are met.

Performs quality reviews of document and information exchanges to ensure compliance with the Workers' Compensation Act and rules.

Promptly documents completion of work assignments.

Assists with and/or prepare legal documentation and documentary evidence for workers' compensation administrative hearings, benefit review conferences, contested case hearings, medical fee disputes, medical necessity disputes, court trials; appeals of workers' compensation decision, orders, and judgments; subrogation lien recovery; subsequent injury fund requests for reimbursement; and workers' compensation fraud investigations.

Assist, prepares, and presents written and/or oral reports. Distributes email, correspondence, memos, letters, faxes, and forms. May draft interrogatories, requests for production, requests for admissions, and requests for information.

Meets operational requirements for administrative and clerical tasks and expedites work results. Carries out administrative duties such as filing, typing, copying, scanning, and mailing. May schedule and coordinate appointments and meetings. May research and book travel arrangements for staff.

May organize case files and prepare chronologies, fact summaries, and witness files. May perform redacting of confidential documents.

Performs related work as assigned.

Maintains relevant knowledge necessary to perform essential job functions

Attends work regularly in compliance with agreed-upon work schedule

Ensures security and confidentiality of sensitive and/or protected information

Complies with all agency policies and procedures, including those pertaining to ethics and integrity

### **MINIMUM QUALIFICATIONS**

**SORM IS AN EQUAL OPPORTUNITY EMPLOYER**

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Education: Graduation from high school or equivalent.

Experience: At least one year of experience with a system to assign, monitor and track cases/tasks.

Knowledge: Knowledge of clerical and administrative procedures and systems. Familiarity with MS Office, Excel, and Adobe.

Skill in understanding, gathering, and processing information, in the use of office equipment, and in the use of a computer and applicable software.

Skill in conducting data searches, in customer service and preparing concise and accurate reports.

Skill in handling multiple tasks, prioritizing, and meeting deadlines.

Skill in effective oral and written communication [Writing sample required at time of application and administered at the time of interview]

Skill in exercising sound judgment and effective decision making.

Ability to maintain effective working relationships and to communicate effectively.

Ability to receive and respond positively to constructive feedback

Ability to work cooperatively with others in a professional office environment

Ability to provide excellent customer service

Ability to arrange for personal transportation for business-related travel

Ability to work more than 40 hours as needed and in compliance with the FLSA

Ability to lift and relocate 30 lbs.

Ability to travel (including overnight travel) up to 5%

### **PREFERRED QUALIFICATIONS**

Education: Graduation from an accredited four-year college or university with major coursework in law or a related field.

Knowledge: Familiarity with legal terminology and research methods and techniques. Proficiency in MS Office and Adobe.

Certificate: Paralegal or legal assistant certification

### **TO APPLY**

All applications for employment with the State Office of Risk Management must be submitted electronically through [www.WorkInTexas.com](http://www.WorkInTexas.com). A State of Texas application in WorkInTexas (WIT) must be completed to be considered **OR** Submit a State of Texas Application for Employment to: Attn:

Linda Griffin, State Office of Risk Management, P.O. Box 13777, Austin, TX 78711-3777. Military Crosswalk information can be accessed at

[http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC\\_Insurance.pdf](http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_Insurance.pdf)

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