

State Office of Risk Management

Job Announcement

State Office of Risk Management

POSTING NUMBER: 23-0485

JOB TITLE: Compliance Analyst I

MONTHLY SALARY: \$4583.34-\$4583.34

POSTING DATE: February 6, 2023

LOCATION: 300 WEST 15TH STREET, 6TH FLOOR, AUSTIN 78701

WORKING TITLE: Policy Manager

DEPENDENT ON QUALIFICATIONS

DURATION: UNTIL FILLED

GENERAL DESCRIPTION

The State Office of Risk Management (SORM) is looking for a Policy Manager who will assist with establishing and maintaining a framework for policies, procedures, and work instructions. As the Policy Manager, you will work collaboratively with others to create a well-drafted set of policies and procedures that clearly outlines the agency's missions, values, standards, and culture and provides a roadmap to achieve operational and compliance objectives.

This position is a key role in Compliance Management and provides support and assistance throughout the agency. Engagement, communication, and relationship building are all crucial to the success of this position. You must also have the ability to influence others and generate a vested interest in the successful implementation of the policies and procedures program.

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 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 looking for the stability of state service, we would love to visit with you.

As a state employee, you are automatically enrolled in the state's retirement plan, and are eligible for additional health insurance benefits.

ESSENTIAL JOB FUNCTIONS

Assist with a formal program to examine, evaluate, monitor, and update records, programs, policies, procedures, and documents to ensure conformity with laws, rules, and regulations. Help create an overall framework for policies and procedures (P&P) that conveys an understanding of the agency's core ethical values, expectations, and objectives.

Assist with and follow a Project Management Plan containing key deliverables, milestones, and a project timeline for the P&P program. Provide regular reports on the status of the project management plan.

Maintain close working relationships with SMEs and the project management team. Participate in regular reviews with SMEs to maintain accuracy and completeness of policies, procedures, and documentation.

Assist with review and analyze changes in the law, regulations, rules, forms, and procedures that may impact business operations, compliance with legal requirements, or statutory missions. Assist with verifying P&P comply with associated legal requirements.

Analyze business processes to identify document requirements for policies and procedures. Update, edit, and improve policies, procedures, and documents to ensure compliance.

Research and implement standard best practices for policies and procedures. Coordinate with others to gain and share best practices. Gather information through interviews, source documents, and review of existing documentation. Perform research and review documents to identify gaps and areas for improvement.

Interface with management and employees to determine appropriate policy, procedure, and work instruction requirements. Assist with the development of documentation requirements for new and/or changing business processes.

Work with SMEs to understand external requirements and internal expectations/standards that form the basis for policy. Develop and clarify internal processes associated with a policy.

Identify and understand the relationship between overlapping policies. Work with SMEs to create consistency between related P&P.

Review content for format, consistency, ease of understanding, and compliance with statutory and regulatory requirements.

Organize, publish, and maintain moderately complex P&P in a format that is easily accessible and clearly explains the agency's culture.

Create and edit P&P, from scratch or using software; set up workflows, task notifications, calendaring schedules, and reminders. Create user-friendly templates and provide user training. Convert current content into templates as necessary.

Establish a review cycle for the P&P program that ensures more frequent reviews of policies where laws, best practices, and technology are always evolving and changing.

Perform regular assessments of the effectiveness of the system used for policies, procedures, and documentation. Adjust P&P program based on changes in the agency's mission, needs, and business operations.

Use plain language writing skills to assist with the development, revision, and maintenance of policies, procedures, and administrative rules. Proofread, check, and maintain high quality of content consistently.

Apply principles of clear, logical technical communication. Translate complicated/complex policies and procedures into easily understood language. Balance SME's need for thoroughness with clarity and simplicity objectives.

Confer and collaborate with others on a regular basis. Contribute to team effort by accomplishing results and providing assistance as needed.

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

May maintain and monitor 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.

May maintain and update detailed information on workers' compensation dispute activities, hearing dates and times, locations, and representative assignments.

May process, record, and distribute litigation related information and documentation.

SORM IS AN EQUAL OPPORTUNITY EMPLOYER

State Office of Risk Management

Job Announcement

May ensure 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.

May prepare document packets and litigation related documentation that comply with statutory deadlines and internal standards and processes.

May provide research for policy and process questions and draft memoranda on regulatory matters.

May assist with adoption of administrative rules through the Texas Register.

May prepare and review statutory reports and legislation.

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

Education: Associate, Bachelor or Master's degree in business administration, communication, creative writing, or related area. Paralegal Certification and graduation from an accredited law school with a Jurisdiction Doctor (JD) degree are also acceptable.

Experience in one or more of the following areas – business administration, regulatory oversight, business analysis, project management, communication, and/or the legal field. Experience and education may be substituted for one another.

Knowledge: Familiarity with regulatory requirements applicable to state government entities; labor and employment law; and other areas of law respecting agency operations.

Strong understanding of internal work processes and operational tools

Knowledge of applicable local, state, and federal laws and administrative rules and regulations relating to the agency

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

Skill in exercising sound judgment and effective decision making

Skill in legal research, writing and analysis

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

Ability to conduct research; interpret and apply laws; summarize findings; and communicate effectively

Ability to work independently and with others as a team to devise solutions to agency issues/problems/challenges

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

At least two years of experience as an operations manager, office manager, license and permit specialist, executive assistant, administrative assistant, customer service representative, paralegal, legal assistant, attorney; and/or project manager.

TO APPLY

All applications for employment with the State Office of Risk Management must be submitted electronically through 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

SORM IS AN EQUAL OPPORTUNITY EMPLOYER