

# JOB VACANCY ANNOUNCEMENT

## Texas Veterans Commission

1700 North Congress, Suite 800

Austin, Texas 78701

(512) 463-1295

FAX (512) 463-2847

### Claims Service Representative I

<b>Job Posting Number:</b>	17-39	<b>Monthly Salary:</b>	\$2,000
<b>Work in Texas Posting:</b>	2972882		
<b>State Classification:</b>	Customer Service Representative I	<b>Class No., Group:</b>	0130, A09
<b>Location:</b>	Waco VA Regional Office Waco TX	<b>FLSA Status:</b>	Nonexempt
<b>Work Week:</b>	Monday-Friday, 40 hours/week	<b>Travel:</b>	10%
<b>Posting Date:</b>	12/12/2016	<b>Closing Date:</b>	12/27/2016

**Job Summary:** Serves as a vital member of the Claims Representation and Counseling Program of the Texas Veterans Commission. Performs entry-level administrative support or technical program assistance work. Work involves answering correspondences, sorting and reviewing mail, answering and routing phone calls, data entry work, maintaining files and reports, general office duties, compiling data, and providing exceptional customer service to those we serve.

**Minimum Education:** Graduation from an accredited high school or equivalent. Experience and education may be substituted for one another.

**Experience:** Two years of experience in clerical or administrative support work.

**Job Duties:**

- Performs general office duties such as ordering supplies, basic bookkeeping work, and assisting with general human resources work.
- Analyzes and sorts incoming mail, routes mail not requiring supervisor's attention to proper official, and composes non-routine replies independently.
- Assists in answering phone calls, routing incoming calls, taking messages, greeting visitors and directing visitors to appropriate staff.
- Performs data entry work.
- Types and edits correspondence, letters, and memoranda.
- Assists in compiling data for charts, graphs, databases, summaries or reports.
- Maintains files and records.
- Disseminates information concerning agency programs and services.
- Provides exceptional customer service to those we serve.
- Resolves customer service problems.
- Adheres to developed administrative or operating procedures and guidelines.
- Follows rules, regulations, policies, and procedures concerning agency programs and procedures.
- Performs related work as assigned.
- Work hours other than 8-5 may be required.

**Knowledge, Skills and Abilities:**

- Knowledge of computers, business terminology, spelling, punctuation, grammar, math, modern office practices and procedures and principles of office management.
- Knowledge of office practices and administrative procedures.
- Skill in word processing and Microsoft office products.
- Skill in use of standard office equipment.
- Ability to provide exceptional customer service.
- Ability to work effectively with a variety of individuals, groups and stakeholders.

**Preferred Qualifications:**

- Honorably discharged Veteran strongly preferred.
- Associates Degree preferred.

**JOB VACANCY ANNOUNCEMENT**  
**Texas Veterans Commission**  
**(CLAIMS SERVICE REPRESENTATIVE)**  
**(Continued)**

**Additional Requirements:**

- Valid Texas driver's license required.

**Environmental & Physical Conditions:**

Normal office work environment, mostly sedentary in nature. May involve walking; standing; remaining stationary for long periods of time; pulling and pushing; kneeling, stooping and bending; and safely lifting and carrying items weighing up to 15 pounds. Work involves extensive telephone usage and repetitive hand/wrist/finger motions while using the computer.

**Military Crosswalk information:**

[http://www.hr.sao.state.tx.us/Compensation/MilitaryCrosswalk/MOSC\\_AdministrativeSupport.pdf](http://www.hr.sao.state.tx.us/Compensation/MilitaryCrosswalk/MOSC_AdministrativeSupport.pdf)

**To Apply: (3 options)**

1. Submit a complete State of Texas Employment Application, DD214 member #4, and Benefits Letter (if applicable) to: [lori.holle@tvc.texas.gov](mailto:lori.holle@tvc.texas.gov); OR
2. Mail a complete application (including required documents) to the Texas Veterans Commission, Attn: Lori Holle, One Veterans Plaza, 701 Clay Avenue, Waco, TX 76799. Applications must be postmarked by the closing date in order to be considered for this posting; OR
3. Submit an application through <https://wit.twc.state.tx.us>. (Applicant must follow-up with required documents.)

Resumes will not be accepted in lieu of the State of Texas application.

Applications may be requested from the Texas Veterans Commission, 1700 N. Congress, Suite 800, Austin, TX 78711 at (512) 463-6564 or downloaded from the Texas Workforce Commission website.

***In order to receive Veterans' preference, a copy of Form DD#214 member # 4, must be submitted with the State of Texas Application.***

***This position has been designated as a security sensitive position. A criminal background investigation will be conducted on the final candidate for this position.***

**Contact:**

Human Resources 512-463-6564



**AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER**

The Texas Veterans Commission does not discriminate on the basis of race, color, religion, sex, national origin, age, or disability in employment or the provision of services.

The Texas Veterans Commission is committed to hiring Veterans and is proud to employ the highest percentage of Veterans among all state agencies.

Please call Human Resources at (512) 463-6564 with questions or for additional information.