

DUTY STATEMENTDuty Statement for
Professional / Analytical Classifications

State Compensation Insurance Fund

Employee's Name (First, Last)	
Program Corporate HR	Work Unit Emerging Leader Program
Position's Authorized Classification (and Range) Analyst I	Report To Supervisor I
Position Title Emerging Leader Insurance Professional	Position Serial Number ###.###
Incumbent Appointment Classification	CBID R01
<input type="checkbox"/> The incumbent is underfilling the position in the Select from list: _____ classification. S/he will be given appropriate training, direction, and feedback	FLSA Status
	<input checked="" type="checkbox"/> Covered, Work Week Group 2 <input type="checkbox"/> Not Covered, Exempt WWG <input type="checkbox"/> E or <input type="checkbox"/> SE

PURPOSE/SCOPE:

Briefly describe or summarize the position's major functions. Why the position exists? Typically includes the following:

- Intent/Purpose of the position
- Degree of direction/supervision (Under what direction)
- Nature and level of the work

Example: Under direction (*degree of supervision*), perform the full range (*scope*) of varied, sensitive**, and complex** (*level of work*) analytical and consultative work necessary to effectively administer the program's _____ function (*reason for the position*).

** "Sensitive" and "Complex" should be defined

Under the supervision of the Supervisor I (HR Manager), the Analyst I (Emerging Leader Insurance Professional) will be assigned to various rotational assignments to gain a working knowledge of a programs principles and techniques in the delivery, support, and administration of workers' compensation insurance to California's employers. These assignments will expose the employee to a variety of programs and functions throughout the company. In each assignment, the employee will perform duties and analysis aligned with the department function and their classification. In addition, they will broaden their experience in the application of workers' compensation insurance services within their assigned rotational program.

During the assignment, the Professional will participate in a two year leadership development curriculum and be assigned an Action Learning Project that will analyze the operational policy and procedures of a function or program that has an impact across the organization. Assignments may include but are not limited to: Field Operations, Claims, Underwriting, Information Technology, and Human Resources.

Supervisor's Statement: I have discussed the duties of the position with the employee		
Supervisor's Name (Print)	Supervisor's Signature	Date
Employee's Statement: I have discussed with my supervisor the duties of the position and have received a copy		
Employee's Name (Print)	Employee's Signature	Date

Duty Statement Origination or Revision Date March 12, 2026

KEY RESULTS/ESSENTIAL FUNCTIONS: Specifically describe the 3-5 Key Results (or Essential Functions) of the position in order of their importance to achieve the purpose/scope of the position.

Each Key Result/Essential Function description should have statement(s) consisting of

1	2	3
An <u>action verb</u> : What is done? Define or elaborate on common vague words (e.g., "coordinates", "monitors", "assists")	The immediate <u>object</u> of the action	The <u>reason</u> for the action: Why?

In all aspects of performing the following Key Results/Essential Functions the incumbent will

- comply with the Code of Conduct and
- maintain regular and predictable attendance and/or communication availability during working hours.

The statements contained in this duty statement reflect general details as necessary to describe the principal results/functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas.

45%

- 1) **Business Operations:** Complete assignments according to established policies, procedures and timelines. Develop the necessary job skill sets to complete the assigned project/responsibilities, within the established time frames and performance requirements. Successfully complete and participate in all required claims training. Provide analysis of a broad range of governmental and managerial problems that may be interdisciplinary in nature. Establish and maintain effective working relationships and uphold principles of integrity in the workplace. Provide quality customer service in a timely manner and take "ownership" of each customer contact to see needs are met and promises are kept. Skill to use tact and diplomacy when dealing with the needs, problems, and/or concerns of other departmental staff, outside agency personnel, and/or the public. Follow the principles of the State Fund's Equal Employment Opportunity policies and procedures. Defend State Fund against fraudulent activities Maintain a safe working environment. Create and maintain a positive and professional image of the State Fund within the community.
(This is an essential function of the job.)

30%

- 2) **Business Acumen:** Develops and maintains business knowledge to maximize customer service. Possesses, acquires, and maintains the technical and business expertise required to do the job effectively and to create helpful customer solutions; demonstrates an understanding of new information and continually strives to build knowledge; most up-to-date and accurate customer information; successfully completes all assignments and training processes, policies, and pending legislation. (This is an essential function of the job.)

Customer Service: Timely respond verbally and/ or in writing to customer requests and inquiries received. Obtain and evaluate all relevant information needed to handle inquiries including reviewing case files, contact subject matter experts, and research resource materials, as appropriate; organizes written ideas clearly and tailors written communication to address each individual situation; adheres to high standards for written communication including the quality review criteria and State Fund' style guide. (This is an essential function of the job.)

15%

- 3) Complete the two year Emerging Leader Program training curriculum and Action Learning Project as assigned. Complete assignments and learning reinforcement activities as assigned with quality. Attend training as directed and seek ways to apply the learning principles in your day to day activities. Develop and share action plans to develop leadership/professional skills identified in the curriculum and through self-assessment. Act as a team lead and coordinate the work of others to perform and/or assist with training as requested. Actively participate in a Action Learning Project with team members and meet regularly to build group dialogue and cohesiveness in a effort to generate innovative thinking and enhance learning results.
(This is an essential function of the job.)

10%

- 4) Complete administrative duties as outlined by your HR supervisor. Participate in special projects, committees, and/or task forces and provide timely feedback about each rotational assignment. Comply with all mandatory training and reporting requirements. Complete timecards and expense reports in a timely manner.

5)

100%

REQUIRED QUALIFICATIONS/COMPETENCIES (KNOWLEDGE, SKILLS/ABILITIES):

KNOWLEDGE AREAS:

Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are as complete, concise, and error-free as possible.

Knowledge of time management techniques to provide for efficient prioritization and completion of projects and assignments.

Knowledge of planning principles and concepts in order to plan and manage projects and assignments.

Knowledge of problem-solving techniques and processes to facilitate the identification and resolution of problems and issues related to the completion of work assignments.

Knowledge of research and data gathering techniques (e.g., computer assisted) to compile information for projects and assignments.

SKILLS/ABILITIES:

Skill/Ability to work independently on projects or assignments without close supervision or detailed instructions.

Skill/Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions.

Skill/Ability to adapt to a variety of situations and personalities in order to react and respond quickly and appropriately

Skill/Ability to comply with all training and reporting requirements for the assigned rotation.

Skill/Ability to participate in and contribute to the effectiveness of a group or team.

Skill/Ability to negotiate and compromise when resolving matters involving differing opinions and viewpoints.

Ability to analyze and evaluate situations accurately and thoroughly to determine and implement effective, appropriate courses of action.

Ability to identify and organize pertinent information obtained from research and data-gathering

Ability to negotiate deadlines and timelines for the delivery of products or services.

Ability to apply policies and procedures in the completion of work assignments.

Ability to verbally summarize a variety of facts, statistics, and/or data clearly and concisely for audiences.

Ability to verbally explain and clarify policies, procedures, and issues for audiences with varying levels of understanding.

WORK ENVIRONMENT:

Physical Requirements

Incumbent works in the usual office environment (unless otherwise assigned to a rotation in field work).

Work will consist of computer data entry, frequent light lifting, bending, reaching, carrying and telephone work; mobility to various working areas.

Rotations that are field assignments will also include driving.

Travel

Travel to various work sites and locations for training and/or meetings.

Travel may occasionally be from overnight to five days in duration.

Emergency call backs

Work Hours

Standard work hours are Monday through Friday, 8:00am to 5:00pm.

Regular work hours can vary based on the business needs of the assigned rotation/department rotation.