

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) Conduct ergonomic assessments, create professional reports, deliver them via the information management system, work with policyholders to implement recommendations, and perform follow-up evaluations to ensure reduction of ergonomic risks.

(This is an essential function of the job)

a. Conduct ergonomic assessments by performing policyholder pre-visit research, observing work processes and workstation configurations, identifying ergonomic risk factors and providing sustainable prioritized solutions to reduce musculoskeletal injury risks.

b. After evaluating policyholder operations, create and submit report to policyholder via the information management system e-mail by due date. Report will be copied to broker (if represented), underwriter (for large accounts or as relevant), and appropriate field operations staff and managers.

c. Include in report worksite observations, risk factors, photos, recommendations, and target dates for recommendation completion.

d. Prepare all correspondence so that it is grammatically correct, error-free, technically correct and professional in tone and appearance.

e. Ensure all reports are peer reviewed before sending them to policy holders and participate in peer reviews.

f. Provide support and resources for policyholders to help them complete recommendations.

g. Conduct follow-up site visits or communication with policyholders to ensure remediation of ergonomic risks.

20%

2) Prioritize and schedule on-site ergonomics evaluations by triaging referrals based on risk and maintain accurate policyholder communication records.

(This is an essential function of the job)

a. Schedule on-site evaluations which will require traveling to a policyholder's place of business to evaluate and address risk factors. Plan efficiently and coordinate visits to minimize mileage and travel time when possible.

b. Meet minimum assigned service criteria and prioritize policyholder services by triaging the book of business assigned and loss prevention referrals in order of need by risk condition and location.

c. Schedule evaluation appointment by phone or email and notify assigned loss prevention personnel and broker, if represented.

d. Document policyholder contacts and services provided in the Safety and Health Services information management system and if policyholder is not responsive after repeated contact attempts, notify appropriate regional loss prevention staff and management for appropriate action.

e. Record scheduled evaluation date, policyholder name, address, on Outlook calendar and record referrals, visit date, contact notes, report completion due date and recommendation due dates on work trackers and in the SHS information management system.

20%

3) Provide research services, training and support for special projects as requested. (This is an essential function of the job.)

- a. Conduct research activities based upon current and accurate technical information for internal staff or policyholders within agreed upon time frames.
- b. Document research to policyholder's electronic file.
- c. Develop and provide ergonomic trainings and resources as requested by internal staff, policyholders, or external audiences on ergonomic safety topics.
- d. Write and review ergonomic safety articles.
- e. Perform special projects assigned and authorized by manager.

10%

4) Perform all administrative tasks and all compliance mandates in accordance with appropriate internal procedures. (This is an essential function of the job.)

- a. Request and/or report absences in accordance with Safety and Health Services attendance policy.
- b. Document utilized leave in Oracle management system.
- c. Request business expense reimbursements in accordance with Financial Operations procedures
- d. Document business mileage in the appropriate information management system as per State Fund procedures
- e. Complete monthly activity tracker
- f. Maintain an updated Outlook calendar, including service calls, trainings, vacations and meetings.
- g. Take all required governance, ethics, privacy, risk management or other mandated training within deadlines set.
- h. Ensure all State Fund issued equipment is in good repair, report all lost/stolen equipment immediately to supervisor

5%

5) Maintain professional skill development through on-going education. Attend on-going training provided by Safety and Health Service or external entities relating to ergonomics and safety in order to increase and maintain professional proficiency and skills.

100%

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

KNOWLEDGE AREAS:

Working Knowledge of State Fund standard software applications and MS Office (Word, Excel, Powerpoint).

Working Knowledge of State Fund Organization, Regional Office, and Corporate functions, and business policies and procedures after hire.

Working Knowledge of ergonomic principles and methods; ergonomic health and safety practices

Working Knowledge of workers compensation laws; state and federal laws as they pertain to worker safety

Working Knowledge of methods and practices used in the determination of ergonomic risks and solutions to eliminate or reduce these risks in an industrial environment.

Working Knowledge of basic principles of training, including different learning styles, presentation methods, and methods for engaging learners

SKILLS/ABILITIES:

Skill/Ability to analyze issues, interpret and apply laws/regulations and policies and procedures to proactively make and support decisions

Skill/Ability to influence others and negotiate agreements and consensus among project partners, work peers, and other stakeholders

Skill/Ability to achieve results according to objectives

Skill/Ability to manage multiple projects and tasks

Skill/Ability to handle stressful situations while being firm but tactful

Skill/Ability to understand social interactions and dynamics to see the need to change approach and style to respectfully meet the needs of others, while still meeting own work goals

Skill/Ability to coordinate, develop, provide, and monitor training and presentations for State Fund personnel, policyholders, and external organizations

Skill/Ability to communicate professionally and effectively, verbally and in writing (including the ability to negotiate credibly and persuasively) with policyholders, brokers, other State Fund departments, as well as other "stakeholders"

Skill/Ability to work independently and as a team with co-workers and management to address and resolve issues

Skill/Ability to resolve sensitive issues and problems

Ability to analyze, evaluate and design products, systems and environments for human use in the occupational arena

Ability to conduct difficult field studies and investigations; identify organizational needs in ergonomic and safety programs

Ability to conceptually adapt or modify tools and equipment from other industries to solve unique ergonomic challenges at policyholder businesses.

WORK ENVIRONMENT:

Physical Requirements

Computer and telephone work;

Mobility to drive long distances and to assess physical demand of workers being evaluated, such as lifting and moving objects to assess weight and other ergonomic risk factors.

May be expected to wear personal protective equipment (PPE) such as safety glasses/goggles, hearing protection, hard hat, safety vest, and steel-toes shoes. Respirators may be required in rare cases.

Prolonged standing, walking, and driving.

Lifting and carrying ergonomic equipment and PPE as needed for the job site.

Lifting and carrying suitcases and other personal items when traveling.

Travel

Frequent business travel.

Travel conditions may include urban and/or rural areas and could involve walking over uneven surfaces or climbing stairs.

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

Travel may include, but not be limited to, plane, bus, van, taxi, or car.

Travel to and access insureds' job sites.

Travel to and access insureds' job sites.

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

Emergency call backs

Not Applicable

Work Hours

Work hours may vary.

Will occasionally involve work in the evenings.