



Position Information

Employee Name:

Position Title:

Audit Manager

Program:

Premium Audit

Work Unit:

PA-North Region

Classification:

Manager II, SCIF

Report To:

Program Manager II, SCIF

Collective Bargaining Identifier (CBID):

M01

Fair Labor Standards Act (FLSA) Status:

Not Covered, Exempt. Work Week Group E

Information Technology Domain(s):

IT Series only, Enter domain(s)

Special Requirements

Conflict of Interest Designation: Yes

This position is designated under the State Fund Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may have a material effect on personal financial interests. The selected candidate is required to complete the Statement of Economic Interest—Form 700 within 30 days of appointment and once per year thereafter.

Bilingual Position: Not applicable.

Rotational Assignment: Not applicable.

Program Information:

The Premium Audit Team plays a vital role in ensuring that policyholders are charged the correct premium. Our goal is to be the industry leader in providing quality audit product and experience. Audits are routinely conducted to verify employer operations and to update policy information such as changes in operations, business locations and ownership. The information we gather is used to calculate accurate premium, experience modification and classification rates.

Purpose/Scope:

Under general direction of the Vice President of Premium Audit Services, manage operations of assigned Audit teams in a region to achieve budget, inventory, and performance objectives. In addition, the Audit Manager will be responsible to:

- Plan, assess/monitor and optimize inventory management and audit results across the teams;
- Recruit, select/hire, train, develop, appraise, discipline and maintain a staff of qualified audit technical, professional and supervisory personnel;
- Oversee, assess and ensure productivity of assigned audit teams according to corporate and industry benchmarks;

- Ensure workload balance across field auditing units;
- Promote coordination and team building between units and across the program;
- Contribute to task force projects on corporate and industry-wide issues; and,
- Demonstrate leadership skills and promote leadership development to subordinate supervisors.

Essential and Marginal Functions:

In all aspects of performing the following functions the incumbent will:

- Comply with the Code of Conduct
- Maintain regular and predictable attendance and communication availability during working hours
- Establish and maintain effective working relationships and provide quality customer service in a timely manner.
- Follow State Fund's Equal Employment Opportunity principles
- Maintain a safe work environment
- Defend State Fund against fraudulent activities
- Maintain good customer relationships with internal and external business partners and stakeholders
- Properly maintain assigned equipment

This duty statement outlines the primary responsibilities and expected outcomes of the position. It is not intended to provide an exhaustive list of all job duties. Employees may be required to perform additional tasks as assigned, including work in other functional areas.

Description of Duties

30% Essential

- 1. Manage (plan, organize, delegate, direct, monitor and control) the operations of assigned auditing teams. Develop and maintain quality customer service and loyalty within and outside the State Fund. Identify opportunities for operational improvement and make recommendations to the Vice President of Premium Audit Services. Support and lead effectual policy and procedural changes within assigned teams.**
 - a. Develop, recommend, and implement strategies to achieve audit inventory and Budget Plan objectives through subordinate staff comprised of the in-house audit operation audit teams.
 - b. Monitor and analyze management reports (data) relevant to audit unit/location operations; Take appropriate corrective action to meet unit goals including production goals, aged inventory, and quality goals.
 - c. Establish unit performance objectives relative to regional and program goals.
 - d. Effectively implement corporate and legislative changes consistent with Budget Plan objectives.
 - e. Keep the Vice President of Premium Audit Service informed of performance, inventory updates, and daily operations.

25% Essential

- 2. Recruit, select/hire, train, coach/ develop, appraise, and discipline subordinate supervisors; maintain a staff of qualified premium audit clerical, technical, professional and supervisory personnel.**
 - a. Foster and maintain a work environment free of discrimination and harassment according to State Fund's Corporate policies and procedures.
 - b. Manage recruitment and hiring of subordinate staff.
 - i. Collaborate with subordinate supervisors in filling vacancies.
 - ii. Promote recruitment and selection practices that are fair, impartial, and consistent with equal opportunity, state civil service and State Fund policies and procedures.
 - c. Regularly review Duty Statements of subordinate staff and update as needed; ensure revised Duty Statements are discussed with staff.
 - d. Ensure staff develops and maintains the level of expertise required to achieve Budget Plan objectives.

- i. Identify and meet staff training and development needs within budget parameters.
 - ii. Promote and monitor cross-training opportunities and career development plans.
- e. Appraise and discipline subordinate staff, as needed.
 - i. Provide timely probationary and annual appraisals.
 - ii. Provide positive leadership, and continuous coaching and mentoring.
 - iii. Provide guidance to assist subordinate supervisors with feedback, training and discipline as appropriate to improve staff performance and correct performance deficiencies; keep Vice President of Premium Audit apprised of changes/updates/modifications.
- f. Respond to grievances and complaints as needed.
- g. Ensure personnel safety.
 - i. Maintain safe working conditions and procedures according to corporate safety policies and procedures.
 - ii. Take immediate, appropriate action when notified of any unsafe condition, potential threat to employee safety and health, ergonomic need, or request for reasonable accommodation.
 - iii. Report work injuries or accidents immediately; ensure all reporting forms are completed in compliance with State Fund policies and procedures.
 - iv. Ensure assigned and unit equipment are operated in a safe manner and maintained in good working order.
- h. Ensure appropriate tools and work environment are provided to ensure efficient and safe operations.

15% Essential

3. Provide professional public relations/customer service.

- a. Provide clear, concise and timely communication to internal and external customers regarding changes in service, policy or programs.
 - i. Participate in meetings with policyholders/brokers as needed.
 - ii. Communicate with and respond to inquiries from policyholders/brokers and business partners.
- b. Respond to complaints, audits, and inquiries as needed.
- c. Promote commitment to an effective customer service program and participate as a resource when needed.

15% Essential

4. Lead and direct projects related to the evolution and development of the Premium Audit team.

- a. Encourage and facilitate an environment of continuous improvement and innovation.
- b. Serve as project lead or contributor for projects related to program transformation initiatives.
- c. Elevate projects risks and formulate risk mitigation plans.

10% Essential

5. Actively collaborate with the Premium Audit management team and business stakeholders.

- a. Attend and actively participate in all Premium Audit management team meetings.
 - i. Be proactive in identifying issues facing the unit or between the assigned unit and other units within the Regional Office and be prepared to offer solutions to improve procedures or resolve problems.
- b. Attend and actively participate in regularly scheduled audit meetings.
- c. Participate in the Budget Planning process:
 - i. Identify need for staffing and line budget items to the Vice President of Premium Audit Services in a timely manner.

5% Marginal

6. Participate in training to maintain technical knowledge of procedure and contractual issues relating to audit, underwriting, broker agreements, office practices and procedures, rates, manual rules, experience rating system.

- a. Stay abreast of Workers' Compensation Insurance Rating Bureau (WCIRB) of California regulations.

- b. Maintain knowledge of State Fund's Policy contract.

0%

Essential or Marginal

7. Main task (Summary)

- a. Sub tasks (Detailed breakdown of specific tasks)

100%

Required Knowledge Areas:

- Proficient knowledge of principles, practices, and techniques of personnel management and supervision to oversee the work activities of staff.
- Proficient knowledge of project management principles.
- Working knowledge of State Fund auditing policies and procedures, and State Fund audit software.
- Working knowledge of State Fund Underwriting and Billing & Collections policies and procedures.
- Proficient knowledge of time management techniques to oversee efficient prioritization and completion of work unit tasks for staff and self.
- Working knowledge of various State Fund functions as they affect Premium Auditing.
- Proficient knowledge of workers' compensation insurance rules and regulations.
- Working knowledge of a supervisor's responsibility for promoting Equal Employment Opportunity in hiring and employee development and promotion.
- Working knowledge of State Fund standard software applications.
- Working knowledge of team building and team-leading skills.
- Knowledge level Knowledge Area
- Click or tap here to enter additional knowledge areas.

Required Skills and Abilities:

- Ability to lead, supervise, direct, train, develop, monitor, motivate, appraise, and discipline staff.
- Ability to analyze workflow issues and distribute/delegate work to staff.
- Ability to design, plan, and implement policies, procedures, and workflow processes.
- Ability to achieve results according to objectives.
- Skill to analyze issues, interpret and apply laws/regulations and policies and procedures to proactively make and support decisions.
- Skill to research, analyze, and evaluate information to make and support decisions.
- Ability to resolve sensitive issues and problems.
- Ability to manage multiple projects and tasks.
- Ability to effectively work with and relate with other people.
- Ability to work independently and as a team with co-workers and management to address and resolve issues.
- Ability to develop, provide, and monitor training.
- Ability to coordinate, facilitate, and make presentations.
- Ability to handle stressful situations while being firm but tactful.
- Ability to communicate professionally and effectively, verbally and in writing (including the ability to negotiate credibly and persuasively) with a variety of "stakeholders".

- Ability to write professional and accurate reports and other communications suitable for distribution to internal and external customers.
- Ability to influence others and negotiate agreements and consensus among project partners, work peers, and other stakeholders.

Work Environment:

Physical Requirements:

- Computer data entry, frequent positioning of self to move and transport light objects, and telephone work; mobility to various working areas.
- Physical Requirements
- Physical Requirements
- Physical Requirements
- Physical Requirements
- Enter additional physical requirements, if any

Travel:

- Frequent business travel.
- Travel may include, but not be limited to, plane, bus, van, taxi, or car.
- Travel to various work sites and locations for training and/or meetings.

Emergency call backs:

- Emergency call backs may be needed.

Work Hours:

- Work hours may vary.
- Will occasionally involve work in the evenings.
- Choose an item.

Supervisor's Statement: I have discussed the duties of the position with the employee

Supervisor Name (Print):

Supervisor Signature:

Date:

Employee's Statement: I have discussed with my supervisor the duties of the position and have received a copy

Employee Name (Print):

Employee Signature:

Date: