State Compensation Insurance Fund
Duty Statement

Position Information

Employee Name:

Position Title:
Vice President, Small Commercial Operations

Program:
Small Commercial

Work Unit:
Underwriting

Classification:
Program Manager II, SCIF

Report To:
Executive Vice President of Field Underwriting

Collective Bargaining Identifier (CBID):
M01

Fair Labor Standards Act (FLSA) Status:
Not Covered, Exempt. Work Week Group E

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 Small Commercial Underwriting Program provides leadership, governance, and operational execution for its underwriting segment. The VP ensures strategic alignment with enterprise priorities, disciplined underwriting practices, high-quality decisions, and a strong customer and broker experience.

Purpose/Scope:

Under administrative direction of the EVP of Field Underwriting, the Program Manager II, SCIF (Vice President, Small Commercial Operations) provides executive leadership, strategic direction, and operational oversight for the underwriting segment. The role is accountable for underwriting quality, segment financial outcomes, operational efficiency, customer and broker experience, talent development, and alignment with enterprise strategy. The VP ensures disciplined underwriting eclxecution, leads change initiatives, strengthens market competitiveness, and fosters a high-performing culture rooted in clarity, accountability, and continuous improvement.

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

40% Essential

1. **Cultivate talent leadership and an operational culture by providing transparent values-based guidance, driving resilient change management, and investing in team development and succession planning to ensure long-term segment stability and alignment.**
   a. Provide steady, transparent, and State Fund Core Values-based leadership; model professionalism, sound judgment, reliability, and effective communication; foster an accountable, customer-centric, quality-oriented underwriting culture.
   b. Lead organizational and operational change by clearly articulating the "why," preparing leaders and staff for transitions, reinforcing expectations, and ensuring adoption of new systems, workflows, governance models, and strategic initiatives.
   c. Build team resilience and stability throughout change initiatives; equip leaders to support staff and ensure operational, documentation, and service continuity; anticipate downstream impacts of changes and partner cross-functionally to ensure effective rollout.
   d. Invest in leaders and staff through coaching, feedback, technical guidance, development plans, and structured professional growth; ensure leaders conduct regular 1:1 discussions and maintain sound performance-management routines.
   e. Actively manage segment succession risks; build bench strength for critical underwriting roles through targeted development, exposure opportunities, and leadership strengthening.
   f. Maintain strong communication cadence across the segment to reinforce direction, expectations, priorities, changes, and progress; promote engagement by ensuring staff feel informed, supported, and connected to strategy.

20% Essential

2. **Execute segment underwriting strategy, quality, pricing, and compliance alignment by within established guidelines, driving disciplined risk evaluation and pricing integrity, serving as the escalation authority, and leveraging data insights to proactively manage emerging market, regulatory, and operational risks.**
   a. Plan, develop, implement, and evaluate segment underwriting policies, strategies, guidelines, and processes to ensure alignment with Corporate Underwriting direction and enterprise strategic priorities.
   b. Reinforce disciplined underwriting execution, including thorough risk evaluation, pricing integrity, defensible documentation, and consistent adherence to Corporate Underwriting and regulatory requirements.
   c. Serve as the escalation point for complex underwriting, pricing, or risk-evaluation decisions, ensuring consistency with enterprise standards and decisive judgment.

d. Use segment performance insights, audit results, Field Quality Review (FQR)/Policy File Review (PFR) reviews, broker/customer feedback, and market data to identify patterns, gaps, and opportunities for improvement.
e. Strengthen governance by proactively identifying emerging underwriting, market, operational, or regulatory risks; partner with Corporate Underwriting, Compliance, Legal, Actuarial, and Audit to ensure readiness and effective mitigation.
f. Monitor competitive behaviors, market conditions, regulatory shifts, customer expectations, and industry trends; apply insights to refine segment strategy, pricing direction, risk selection, and documentation standards.

20% Essential

3. Drive operational excellence and financial performance by directing day-to-day underwriting workflows, implementing data-driven efficiency enhancements, maintaining metric visibility, and optimizing resource allocation to support segment stability and fiscal responsibility.

a. Direct day-to-day underwriting operations with focus on clarity in workflows, accuracy, throughput consistency, and disciplined process adherence.
b. Plan and develop operational improvements by assessing workflow effectiveness, rework drivers, servicing friction points, throughput consistency, staffing balance, and cross-functional dependencies.
c. Implement operational enhancements that reduce waste, streamline execution, increase clarity, strengthen financial and servicing outcomes, and maintain segment consistency.
d. Evaluate improvement effectiveness using segment KPIs, productivity measures, error trends, customer/broker VOC insights, audit outcomes, and quality reviews; refine operational routines based on evaluation results.
e. Maintain transparent visibility into segment performance through regular monitoring of production, retention, risk mix, pricing strength, loss performance, quality outcomes, and customer/broker experience metrics.
f. Establish predictable communication routines with segment leaders and staff to ensure alignment and timely responses to emerging issues or operational changes.
g. Evaluate staffing levels and workload distribution across the segment; deploy resources to support performance, continuity, and operational stability; make fiscally responsible decisions related to staffing, backfills, development, and budget use.
h. Hold full responsibility for setting and managing the program's budget, ensuring all financial decisions and resource allocations meet corporate fiduciary goals and expectations.

20% Essential

4. Champion customer centric underwriting-experience, broker/customer engagement, and internal partner collaboration by leveraging Voice Of the Customer Survey insights to reduce operational friction, executing transparent communication strategies that enhance competitive market positioning, and driving shared accountability across the enterprise lifecycle.

a. Champion a customer-centric underwriting approach that delivers clear, consistent, high-quality interactions while ensuring responsible underwriting judgment; use VOC insights to reduce friction and clarify expectations.
b. Maintain productive broker/customer relationships through timely, professional, and consistent communication; use broker/customer feedback and market observations to refine practices and enhance competitive positioning.
c. Collaborate closely with Claims, Loss Prevention, Policy Service Center, Billing & Collections, Marketing, CX, Audit, Corporate Underwriting, and Regional Operations to ensure seamless servicing and underwriting alignment.
d. Ensure operational handoffs (renewals, mid-term changes, servicing events, segment transitions) occur accurately, promptly, and consistently across the underwriting life cycle; reinforce shared accountability with enterprise partners.

100%

Required Knowledge Areas:

- Proficient knowledge of Corporate Underwriting advisories, guidelines, pricing parameters, documentation requirements, and audit expectations
- Proficient knowledge of Workers' compensation insurance regulations and WCIRB/USRP references.
- Proficient knowledge of Operational management practices, system workflows, segment KPIs, and quality drivers.
- Proficient knowledge of Market dynamics, competitive positioning, pricing strategies, and environmental/industry trends.
- Proficient knowledge of State Fund organization, enterprise governance practices, and cross-functional operations.
- Proficient knowledge of a supervisor's responsibility for promoting Equal Employment Opportunity in hiring and employee development and promotion.
- Proficient knowledge of Executive leadership, change management, influence, and cross-functional partnership building.
- Proficient knowledge of strategic planning using the Plan-Develop-Implement-Evaluate lifecycle.
- Proficient knowledge of underwriting decision judgment, pricing oversight, and disciplined risk evaluation.
- Proficient knowledge of Operational management, workflow optimization, and continuous improvement execution.
- Proficient knowledge of data-informed performance monitoring and refinement.

Required Skills and Abilities:

- Ability to professionally communication with customers, brokers, enterprise partners, and underwriting staff.
- Ability to problem-solve, proactive risk identification, and mitigation.
- 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 achieve results according to objectives.
- Ability to coordinate, facilitate, and make presentations.
- Ability to achieve results according to objectives.
- Ability to communicate professionally and effectively, verbally and in writing.
- Ability to resolve sensitive issues and problems.
- Ability to handle high pressure situations while being firm but tactful.
- 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.
- Incumbent works in the usual office environment.

Travel:

- Travel may be required.
- Travel to various work sites and locations for training and/or meetings.
- Periodic travel to regional offices, customer sites, broker meetings, and enterprise sessions, as business needs require.

Emergency call backs:

- Emergency call backs may be needed.

Work Hours:

- Maintain a schedule that supports operational needs.

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: