



Position Information

Employee Name:

Position Title:

HR Professional

Program:

Corporate Learning

Work Unit:

Learning Center Operations

Classification:

Workers' Compensation Insurance Representative

Report To:

Supervisor I

Collective Bargaining Identifier (CBID):

R01

Fair Labor Standards Act (FLSA) Status:

Covered, Work Week Group 2

Special Requirements

Conflict of Interest Designation: Not applicable.

Bilingual Position: Not applicable.

Rotational Assignment: Not applicable.

Program Information:

Corporate Learning fosters a learning culture through strategic partnerships to ensure that every employee can achieve their highest potential in order to make State Fund the carrier and employer of choice.

Purpose/Scope:

Under the direction of the Supervisor I (HR Manager), the Workers' Compensation Insurance Representative (HR Professional) will assist with Policy Operations training and supports Corporate Learning initiatives. The WCIR participates in training sessions, helps prepare materials, and assists in the delivery and refinement of curriculum. The WCIR develops skills and knowledge through hands-on experience and collaboration with senior staff, supporting the development of new and existing Policy personnel.

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

45% Essential

- 1. Assist in the delivery and coordination of workers' compensation underwriting and Policy training by supporting senior staff with preparation, logistics, and foundational training activities that help develop employee understanding of workers' compensation insurance principles and Policy Operations workflows.**
 - Assist in the development and delivery of Policy training to employees, supporting sessions led by senior staff.
 - Help prepare training materials, schedule sessions, and coordinate logistics under supervision.
 - Participate in training activities to develop knowledge of Policy Operations Underwriting Segments.
 - Support the maintenance and updating of training courses and materials, collaborating with instructional designers and senior representatives.
 - Learn and apply workers' compensation insurance underwriting and payroll auditing concepts.

25% Essential

- 2. Support senior staff and Policy leadership in identifying workers' compensation training needs by gathering information, participating in discussions, and assisting in identifying training needs and scheduling activities with operational requirements related to workers' compensation underwriting, pricing, and compliance.**
 - Assist Policy management and senior staff in identifying training needs for all levels of staff.
 - Participate in meetings with Policy leadership to learn about training schedules and needs.
 - Observe and support trainers and instructors, learning effective instructional techniques.
 - Attend trainings provided by Regional/Corporate Underwriting and/or Premium Audit to remain current.

20% Essential

- 3. Assist in monitoring training delivery and effectiveness of workers' compensation training by collecting feedback to support evaluation of training effectiveness and opportunities for improvement.**
 - Assist in tracking and measuring training execution and effectiveness, collecting participant feedback.
 - Provide observations and suggestions to senior staff for improving training programs.
 - Participate in ongoing development and learning opportunities.

10% Marginal

- 4. Provide general support in the delivery of State Fund workers' compensation training courses by assisting instructors with materials, logistics, and participant support.**
 - Assist in the delivery of State Fund training courses, supporting senior staff and instructors.
 - Help coordinate training logistics, prepare materials, and ensure technical equipment is available.
 - Participate in train-the-trainer and mock sessions to develop skills for future advancement.

100%

Required Knowledge Areas:

- Working knowledge of State Fund's leadership development vision, strategy and programs.
- Working knowledge of State Fund Workers' Compensation Insurance Claims processes, policies, laws and regulations.
- Working knowledge of training and facilitating techniques and industry practices.
- Working knowledge of training subject matter for courses taught.
- Working knowledge on organizational development best practices.
- Working knowledge of the State Fund organization, Regional locations, support functions and business policies, practices and procedures.
- Working knowledge of State Fund organizational values, goals, strategic objectives, policies and procedures.
- Working knowledge of State Fund standard software applications.
- Working of principles, methods, and practices of adult education and training.

Required Skills and Abilities:

- Ability to condense and simplify complex information and communicate clear oral and written instruction.
- Ability to instruct adults with varied backgrounds and levels of experience in complex subjects.
- Ability to foster and maintain effective working relationships.
- Ability to plan and schedule activities, manage time, and meet deadlines sufficient manage a classroom.
- Ability to adapt to changes and resolve problems while remaining personable.
- Ability to work independently and as part of a team.
- Skill to coordinate, facilitate, and make presentations.
- Ability to counsel others to improve individual performance.
- Ability to manage multiple projects and/or assigned training classes.
- Ability to provide prompt and courteous customer service.
- Skill using word processing, spreadsheet and presentation software to create documents, reports and presentations.
- Ability to stimulate interactive discussion and create an engaging environment sufficient to facilitate learning.
- Ability to effectively handle stress and deadlines.

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.
- Remaining stationary and moving for prolonged periods of time.
- Occasional movement of items up to 25 lbs.
- Incumbent works in the usual office environment.

Travel:

- Travel may be required.
- Travel may occasionally be for extended periods.
- 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:

- Not applicable.

Work Hours:

- Must maintain regular and acceptable attendance at such level as is determined at State Fund's sole discretion.
- Must be regularly available and willing to work the hours the State Fund determines are necessary or desirable to meet it's business 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: