



Position Information

Employee Name:

Position Title:

Sr. Corp UW Analyst, Research & Development

Program:

Corporate Underwriting

Work Unit:

Research & Pricing

Classification:

Senior Workers' Compensation Insurance Representative

Report To:

Manager I, SCIF

Collective Bargaining Identifier (CBID):

R01

Fair Labor Standards Act (FLSA) Status:

Covered, Work Week Group 2

Special Requirements

Conflict of Interest Designation: Not applicable.

Program Information:

Corporate Underwriting develops resources to guide State Fund in accurately assessing risks, identifying the fair and non-discriminatory terms under which insurance is written, and complying with the pricing requirements of open rating in order to maintain a financially sound book of business thereby contributing to the integrity of the industry.

Purpose/Scope:

Under the general direction of the Manager I, SCIF (Assistant Corporate Underwriting Manager), the employee performs the more complex activities related to and in support of the following functional disciplines/responsibilities:

- Underwriting Research & Development
- Field Services Consultation
- Regulatory & Legislative Analysis
- Rate Filings
- Pricing Models
- Underwriting Systems
- Industry & Portfolio Analysis

The employee will serve as a subject matter expert and provide analysis and recommendations on areas such as on underwriting operations, practices, procedures and guidelines - including but not limited to quoting, policy maintenance, regulatory compliance, data quality, business policies and procedures with an emphasis on achievement of State Fund's underwriting and pricing objectives. In addition, they will work cross-functionally with other programs on matters related to underwriting, modeling, and improving systems and practices. In

collaboration with Field Leadership and other Programs, provide support to Government Affairs, Internal Affairs, Corporate Legal and Corporate Communications on all external inquiries that have underwriting or business production implications.

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. Conduct independent research, as well as, plan, organize, coordinate, and evaluate complex** research projects in the refinement of existing and development of new processes and practices related to the various work streams of the Corporate Underwriting Research and Pricing Program. This includes system and non-system functionality in the areas of underwriting and pricing that support the business and complies with regulations, legislation, rate filings, corporate guidelines, and procedures.**
 - a. Contribute to projects on various underwriting processes, practices and procedures including the annual regulatory filing and periodic rate filings. Maintain an understanding and working knowledge of State Fund's rate filings, pricing methodology, and pricing tools.
 - b. Analyze business needs, process flows, and usage to recommend process and system enhancements that will have an impact on multi-program end-users in multiple functions across the organization.
 - c. Identify high-priority underwriting needs as a result of regulatory developments, pending legislation, policy data analysis, input from other business teams, and user feedback on policies/processes.
 - d. Serve as Subject Matter Expert and contribute to business requirement meetings to ensure all areas of underwriting functionality are addressed while maintaining the integrity of current workflows.
 - e. Perform user acceptance testing as an end-user on underwriting and policy systems based on test cases provided by Policy Business Technology.
 - f. Advocate for underwriting needs when developing functionality and balance these needs with those of other departments while ensuring compliance with Corporate Guidelines and industry regulations.
 - g. Review job aides, PROPs, business requirements and other documentation for clarity, accuracy, completeness and to identify any training needs.
 - h. Identify dependencies that will arise from changes in underwriting and policy-related processes and procedures including systems and non-systems impacts.
 - i. Maintain effective relationships with business partners to develop solutions, solicit input, and solve issues.
 - j. Provide technical expertise to clearly communicate the conclusions and results of research and analysis in various report formats (Word, Excel, PowerPoint, etc.).

- k. Maintain a working knowledge of primary Underwriting manuals including the "Rating & Underwriting Manual" and the PROP Manual and be able to reference and interpret specific sections as appropriate to the issue at hand.
- l. Accurately assess special and/or complex Underwriting issues to ensure compliance with the Insurance Code, Labor Code, California Department of Insurance, Workers' Compensation Insurance Rating Bureau (WCIRB) rules, as well as State Fund procedures, guidelines, updates, and advisories.
- m. Collaborate with and assist other State Fund programs such as Legal, Field Ops, Premium Audit, and Billing & Collections on underwriting issues.
- n. Independently identify and track industry trends, issues, and litigation in need of corporate underwriting attention as described above.
- o. Identify critical issues involving significant impact either financially, organizationally or to customers or the public which pertain to the underwriting function, corporate wide, or departmentally. These issues would require extensive underwriting knowledge in order to accurately identify, perform extensive investigation directed at comprehensive knowledge of the subject for use in resolution of the issues. Developing recommendations for the necessary studies and/or projects to Corporate Underwriting Management.
- p. Participate in Corporate Underwriting training and seminars to ensure enterprise-wide understanding and compliance of both regulatory requirements as well as Corporate Underwriting procedures and directives.
- q. Balance tasks and prioritize appropriately to ensure time-sensitive matters are handled promptly and effectively.
- r. Contribute to unit meetings which includes collection, preparation and delegation of agenda items to team members as necessary.
- s. Conduct project management in critical/sensitive areas affecting Corporate Underwriting and State Fund as a whole.
- t. Develop measurable project plans to meet project goals assigned or approved by the Program Manager or the Executive.
- u. Organize and apply research methodologies by identifying resources necessary to complete the project, designing the sequence of steps for collection and analysis of data, independently perform intensive critical research and data analysis and interpret findings into conclusions/recommendations, and setting priorities according to project requirements and time limitations.
- v. Serve as a project team leader or member, and to deliver the completed product and recommendations by agreed upon due date, as needed.
- w. Participate, facilitate, coordinate, and contribute to business requirement meetings to ensure all areas of functionality are addressed while maintaining the integrity of current workflows.
- x. Advocate for underwriting needs when developing new practices, processes or system functionality and balance these needs with those of other departments and compliance requirements.
- y. Provide Senior Leadership and Executives recommended changes to improve and streamline process and procedures and workflow in order to enhance the customer experience and ease of doing business with State Fund.
- z. Review and approve business requirement documents when they are complete, accurate and clear.
 - i. Identify dependencies and process changes that will arise from changes in system functionality.
 - ii. Review requirement documents of staff for accuracy and identify any training needs.
 - iii. Propose innovative ideas impacting State Fund's system efficiency, user acceptance, competitiveness or potential opportunities to be the carrier of choice to new markets to Executive, SVPs, Corporate Underwriting Management and Actuaries.
 - iv. Develop strategies for solving system issues and effectively communicate these with business members and IT.
 - v. Maintain effective relationships with business and IT partners to develop solutions, solicit input, and solve issues in the system.

** "Complex" projects or reports can involve investigation into new or evolving risks, cost or pricing structures; can result in the development of new business systems and decision-making (conclusions, recommendations)

with greater financial and business impact; and/or can involve coordinating and synthesizing information from various (internal and external) resources.

25% Essential

- 2. Provide book of business and industry analysis by evaluating internal and external technical underwriting and pricing data in order to understand how we are meeting our underwriting and pricing objectives, and to diagnose issues such as premium leakage and emerging risks as well as market opportunities. Use findings to make recommendations on improving underwriting quality through training, PROP updates, system enhancements, and changes in practices/procedures.**
 - a. Pull reports to identify data pools.
 - b. Conduct deep dive analysis to understand data and identify trends.
 - c. Collaborate with other business units such as Actuary on approach and findings.
 - d. Coordinate with various parties to get firsthand narratives that will add context to the data.
 - e. Develop and present recommendations and coordinate with necessary parties to implement recommendations.
 - f. Identify best practices and areas of operational improvement to assist in the development of solutions essential for user acceptance and adoption of underwriting practices and systems.
 - g. Analyze State Fund's book of business and identify opportunities on emerging industry trends and recommend effective changes in relation to the impact to underwriting practices and policy operations.
 - h. Collaborate with Actuarial and other Programs on the successful development and implementation of rate filings, pricing models and underwriting systems.
 - i. Act as a conduit for Field Underwriting and Marketing to assess the need for enhancement in specific areas by mining data for underwriting analysis and making recommendations for such improvements.
 - j. Serve as a subject matter expert on underwriting operations, practices, procedures and guidelines - including but not limited to quoting, policy maintenance, regulatory compliance, data quality, business policies and procedures with an emphasis on achievement of State Fund's underwriting and pricing objectives.

25% Essential

- 3. Provide regulatory and legislative analysis by monitoring developments at the State Legislature, CDI, WCIRB, CSLB and other regulators for impacts to Workers' Compensation practices, policies and stakeholders. Provide detailed analysis of impacts, recommendations for solutions, and strategies for implementation.**
 - a. Regularly review the proposed legislation in committee and up for voting that will impact State Fund's book of business.
 - b. Collaborate with Government Affairs to perform deep dive analysis of how processes, procedures, and systems will be impacted.
 - c. Present findings including any mitigation to adverse impacts such as required system changes or special projects.
 - d. Develop and present recommendations and coordinate with necessary parties to implement recommendations.
 - e. Provide analysis of regulatory and legislative developments and recommend effective changes to State Fund's underwriting practices and policy operations accordingly.

15% Essential

- 4. Provide production support by working with frontline staff (and other Programs) to answer underwriting/pricing questions, as well as inquiries related to underwriting/policy systems.**
 - a. Provide guidance and recommendations, as needed.
 - b. When trends develop in requests, escalate the need for training materials, job aids, PROP revisions, system changes or other items to mitigate the need for special inquiries by end users.
 - c. Reply to all feedback/queries from and make appropriate recommendations for improvements.

- d. Act as a conduit between the business and IT to communicate any gaps or defects in the requirements/programming.
- e. Assist with the successful implementation of approved system changes, to help ensure the effective adoption of those changes in collaboration with Policy Business Technology, IT Dept., EPMO, and other Programs.
- f. Provide assistance to end users to ensure correct pricing is achieved on quoted and bound risks.

5% Marginal

5. Comply with any and all mandatory training, as required by the program or organization.

- a. Maintain a safe working environment, including compliance with State Fund's Injury and Illness Prevention Program (IIPP).
- b. Maintain regular attendance and timely submit timesheet and expenses in Oracle based on State Fund procedures and guidelines.

100%

Required Knowledge Areas:

- Proficient knowledge of State Fund underwriting and marketing advisories, policies, and procedures.
- Proficient knowledge of various State Fund functions as they affect underwriting, marketing, claims, brokers, and policyholders.
- Proficient knowledge of State Fund standard software applications.
- Proficient knowledge of workers' compensation insurance rules and regulations.
- Proficient knowledge of State Fund Underwriting and Billing & Collections policies and procedures.
- Proficient knowledge of the State Fund organization, Regional Office and Corporate functions, and business policies and practices.
- Advanced technical knowledge of the key elements in underwriting an insurance policy: Risk identification/classification/application or renewal evaluation; risk mitigation/safety; loss analysis; pricing; and servicing.

Required Skills and Abilities:

- Ability to manage multiple projects and tasks.
- Ability to coordinate, facilitate, and make presentations.
- Ability to research, analyze, and evaluate information to make and support decisions.
- Ability to analyze issues, interpret and apply laws/regulations and policies and procedures to proactively make and support decisions.
- Ability to work independently and as a team with co-workers and management to address and resolve issues.
- Ability to provide exceptional customer service.
- Ability to handle high pressure situations while being firm but tactful.
- Ability to develop, provide, and monitor training.
- Ability to formulate policies, procedures, and workflow processes.
- Ability to effectively work with and relate with other people.
- Ability to write professional and accurate reports and other communications suitable for distribution to internal and external customers.

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.
- Occasional movement of items, positioning self at various heights, ascending, and transporting equipment

Travel:

- Travel may occasionally be for extended periods.
- Travel may include, but not be limited to, plane, bus, van, taxi, or car.
- Travel to various worksites and locations for training and/or meetings.
- Travel may occasionally be from overnight to five days in duration.

Emergency call backs:

- Emergency call backs may be needed.

Work Hours:

- Standard core business hours.
- Occasional weekend work for release validation.

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: