State Compensation Insurance Fund
Duty Statement

Position Information

Employee Name:

Position Title:
Assistant Audit Manager

Program:
Premium Audit

Work Unit:
PA – South Region

Classification:
Manager I, SCIF

Report To:
Manager II, SCIF / Program Manager I, SCIF

Collective Bargaining Identifier (CBID):
S01

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.

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 a 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 the general direction of the Manager II, SCIF (Audit Manager), the Manager I, SCIF (Assistant Audit Manager) is responsible for supervising (plan, organize, monitor, direct and control) the day to day work of an Audit unit in compliance with corporate audit and underwriting guidelines and procedures. Thereby ensuring the policyholder's exposure is properly classified and the appropriate payroll is included in the premium computation. This is a strategic role in aiding premium collection, enhancing State Fund's financial strength.

The Assistant Audit Manager (AAM) is expected to recruit, hire, train, develop, appraise and discipline subordinate staff. The AAM will monitor or respond to Department of Insurance, Executive Committee, brokerage, policyholder complaints/requests or Workers' Compensation Insurance Rating Bureau (WCIRB) inquiries.

Supervisors are expected to contribute to the Premium Audit operations and Regional management team. As well as, participate in training to maintain technical knowledge of procedure and contractual issues relating to audit,

underwriting and broker agreements, office practices and procedures, rates, manual rules and experience rating systems.

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. **Manage the operations of an Audit unit in compliance with corporate audit and underwriting guidelines and procedures; provide and promote professional public relations; develop and maintain quality customer service and loyalty within and outside the State Fund.**
    a. Promote and contribute to audit staff effectiveness in providing and promoting prompt and quality service.
    b. Ensure audits for all new and renewal accounts comply with corporate audit guidelines and procedures:
        i. Monitor and/or review all audits for compliance with corporate audit requirements;
        ii. Monitor queries and returned audits regularly for patterns and training needs;
        iii. Monitor outstanding inventory so all audits are completed in accordance with service level agreements or before they reach the outstanding over 90-day list.
    c. Monitor auditor inventory to ensure workloads are distributed in a way to maximize daily production.
    d. Establish and administer unit procedures and policies to achieve Key Results Areas and to cover the work of absent employees.
    e. Monitor disputes to ensure issues are resolved timely.
    f. Develop an understanding of and monitor the new audit system, policy system and all workflows to ensure timely assignment, provide training on common technical issues, review and completion of updates to polices and audit submissions.

30% Essential

2. **Recruit, hire, train, develop, appraise and discipline subordinate staff, according to Premium Audit/corporate guidelines and civil service laws, regulations, policies and procedures.**
    a. Foster and maintain a work environment free of discrimination and harassment according to State Fund's Corporate policies and procedures.
    b. Recruit and hire subordinate staff:
        i. Begin the hiring process upon knowledge of a vacancy;
        ii. Recruit and interview in a fair and impartial manner, and in accordance with State civil service and State Fund procedures and guidelines for hiring;
        iii. Keep Audit Manager apprised of vacancies in the unit and efforts to fill;

iv. Participate in job fairs, testing and interview panels, as needed.

c. Regularly review Duty Statements of subordinate staff and update as needed.

d. Training and development:
   i. Develop, coordinate and participate in entry-level training for newly-hired staff;
   ii. Review and monitor training to ensure staff receives instruction and coaching to proficiently perform assigned responsibilities in compliance with corporate guidelines;
   iii. Coordinate training and career development as part of the appraisal process and in consultation with the Audit Manager.

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 feedback, training and discipline as necessary and appropriate to improve performance or correct performance deficiencies:
      - Document and follow-up on all employee performance deficiencies or other personnel issues;
      - Keep Audit Manager apprised, as needed.

f. Respond to grievances and complaints as needed.

g. Ensure personnel safety:
   i. Maintain safe working conditions and procedures, according to corporate safety guidelines and applicable laws;
   ii. Conduct quarterly safety training;
   iii. Take immediate, appropriate action when notified of any unsafe condition, potential threat to employee safety and health, or ergonomic need;
   iv. Report work injuries or accidents immediately; all reporting forms will be completed in compliance with State Fund guidelines;
   v. Ensure assigned equipment is 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.

10% Essential

3. Monitor or respond to Department of Insurance, Executive Committee, brokerage, policyholder complaints/requests or WCIRB inquiries.

a. Keep Audit Manager apprised of issues and actions.

10% Essential

4. 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. Act as Audit Manager in their absence, as needed.

d. Participate in the Budget Planning process:
   i. Identify need for staffing and line budget items to the Audit Manager in a timely manner.

e. Participate in special projects as assigned.

f. Ensure staff use and record leave usage accurately and appropriately; develop plans for leave reduction, if needed.

g. Ensure staff complies with all mandatory training and reporting requirements.

5% Marginal

5. 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.

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 State Fund auditing policies and procedures, and State Fund audit software.
- Proficient knowledge of workers' compensation insurance rules and regulations.
- Proficient knowledge of State Fund Underwriting and Billing & Collections policies and procedures.
- Working knowledge of various State Fund functions as they affect underwriting, marketing, claims.
- Working knowledge of the State Fund organization, Regional Office and Corporate functions, and business policies and practices.
- Working knowledge of team building and team-leading skills.

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.
- Skill to design, plan, and implement policies, procedures, and workflow processes.
- Ability to achieve results according to objectives.
- Ability to research, analyze, and evaluate information to make and support decisions.
- Skill 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.
- Skill to handle high pressure situations while being firm but tactful.
- Skill to communicate professionally and effectively, verbally and in writing, (including the ability to negotiate credibly and persuasively) with a variety of "stakeholders".
- Ability to make independent research, planning, organization, and coordination in assigned projects.

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

Emergency call backs:

- Not applicable.

Work Hours:

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

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: