State Compensation Insurance Fund
Duty Statement

Position Information

Employee Name:

Position Title:
Enterprise Support Assistant

Program:
Corporate Support Services

Work Unit:
Enterprise Support & Records Services

Classification:
Office Technician (Typing)

Report To:
Business Service Officer I (BSO I)

Collective Bargaining Identifier (CBID):
R04

Fair Labor Standards Act (FLSA) Status:
Covered, Work Week Group 2

Special Requirements

Conflict of Interest Designation: Not applicable.

Program Information:

The Enterprise Support & Records Services team oversees in-office and work-from-home printers and provides administrative support for Policy (Underwriting), assisting with workflow coordination, document handling, and general operational needs that help maintain consistent policy processing. Records Services is responsible for the oversight, storage, and disposition of State Fund's physical Closed Claim and Legal Files. The team supports regional offices by coordinating the removal of files, ensuring they are securely stored until the completion of required retention periods. Records Services fulfills records requests and produces documents in digital format for authorized requestors, ensuring the timely and accurate delivery of critical information.

Purpose/Scope:

Under the direction of the Business Service Officer I (BSO I), the Office Technician (Typing) performs a variety of difficult clerical and operational tasks supporting Corporate Support Services, Policy Operations, and the organization. The incumbent provides administrative support for manual work assignments and inbox management workflows, performs office operational duties, and interacts with staff across multiple levels of the organization. Work requires accuracy, attention to detail, and adherence to established procedures.

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
- Be required to work on-site as needed

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. **Provide administrative support for Small Commercial Operations (SCO) manual work assignment and inbox management**.
    a. Review & Route Inbox Requests
        i. Review incoming emails in SCO renewal and new business mailboxes; identify request type and segment.
        ii. Route non-segment items to the appropriate business area or underwriter using assignment lists and coding protocols.
        iii. Determine whether items have been previously assigned and forward accordingly.
    b. Prioritize and Organize Requests
        i. Identify urgent renewals and color-code items for immediate assignment.
        ii. Segregate future-dated requests, apply color coding, and place them in designated folders.
    c. Assign & Respond to Inquires
        i. Respond to email inquiries using approved templates.
        ii. Assign requests to underwriters or managers following established workflow rules.
    d. Maintain Mailbox and Folders
        i. Organize Outlook folders by request type, urgency, and assignment status.
        ii. Support UPCAD mailbox management and coordinate with WCITs as needed.
        iii. Clarify ambiguous SCO requests by coordinating with underwriters and managers.
    e. Track and Report SCO Metrics
        i. Record daily counts of emails received, reassigned, and processed (segment, direct, broker).
        ii. Update monthly logs for workload analysis and staffing indicators and store all metrics in Excel via SharePoint.

20% Essential

2. **Support ongoing Policy Operations and unit projects, including assisting with printer initiatives. Complete special duties and projects, as assigned.**
    a. Assist with Roofing Support Initiatives
        i. Download Roofing Support emails, separate into batches, and add to the Activity Log.
        ii. Access “Roofing Support Documents” in OneDrive and process assigned folders following job-aid procedures.
        iii. Enter POP policy activity logs by identifying policy numbers and pasting full email content into POP comments.
        iv. Update filenames, batch completion status, and notify team via Teams chat with time-coding.
        v. Follow batch self-assignment protocols and support coordination with Scan & Index when applicable.
    b. E-waste and WFH Printer Responsibilities
        i. Coordinate e-waste pickup or staging of obsolete equipment.
        ii. Assist with WFH printer tracking, return, trouble-shooting, or disposal as assigned.

c. Participate in and support minor projects and related duties as assigned based on business needs including:
    i. Konica and Canon printer inventory reconciliation.
    ii. CMDB Database inventory updates.
    iii. GRM Destruction Work Orders.
d. Perform other duties and special projects assigned to assist Corporate Support Services' initiatives and in support of other programs.
    i. Enterprise Support Inbox monitoring
    ii. Support policy initiatives as assigned

20% Essential

3. **Provide clerical and administrative support for a variety of tasks. Provide back-up coverage for other functions related to the Enterprise Support Technician role.**
    a. General Clerical Tasks
        i. Enter data into spreadsheets, upload documents to SharePoint, and respond to Shared Services mailbox inquiries.
    b. Provide back-up coverage, as needed, for other Corporate Support Services functions, related to the Enterprise Support Technician role.
        i. Index and verify policy documents Online; Index scanned claim documents; both in accordance with established State Fund guidelines and procedures**.**
        ii. Re-Index documents and track in the Re-Indexing Log.
        iii. Process Temp/PEO, Trucking, Sports, and OSC upload requests in RMO Mailbox.
        iv. Respond to and research Closed Claim File Requests and Policy Document Requests.
        v. Download files ordered from GRM out of the SEIPP account and ensure files are ingested into Documentum; manually ingest files when automated ingestion fails.

15% Marginal

4. **Provide back-up coverage for various Corporate Support Services functions including Shared Services, File & Serve, and Enterprise Support Technician duties.**
    a. Provide back-up support for Shared Services and File & Serve operations as needed, including:
        i. Delivery of IT equipment and HR mail.
        ii. General on-site administrative support.
        iii. Performing QC on claims, legal letters, 8087s, CARE documents, and qualifying/removing non-relevant medical items.

5% Marginal

5. **Attend regular meetings and check-ins to stay up to date and connected in a hybrid work environment.**
    a. These meetings and check-ins include but are not limited to: Microsoft Teams, Zoom video conferencing, and phone calls.
        i. 1:1's, skip level meetings and check-ins with supervisors and management.
        ii. Unit Meetings
        iii. Business Services meetings
        iv. OneAdmin Program Check-in meetings

100%

Required Knowledge Areas:

- Working knowledge of automated office equipment (e.g., copy machine, fax, personal computer, multi-line telephone, etc.) to perform duties.

- Working knowledge of office practices and procedures (e.g., filing, answering telephones, receptionist duties, supply/equipment ordering, etc.)
- Working knowledge of business English and correspondence.
- Working knowledge of State Fund standard software applications.
- Working knowledge of State Fund [Claims, Policy] applications and documents.
- General knowledge of Corporate/Regional Office policies and procedures related to providing [Claims, Policy] clerical support.

Required Skills and Abilities:

- Ability to acquire, apply, and support knowledge of current office practices and procedures.
- Ability to screen mail, visitors, and telephone calls and take proper action.
- Ability to communicate professionally and effectively, verbally and in writing.
- Ability to achieve results according to objectives.
- 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 interpret and apply policies and procedures and take proper action.
- Ability to manage multiple assignments and tasks.
- Ability to maintain confidentiality of sensitive information

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.
- Frequent movement of heavy objects up to 25 lbs.
- Frequent transportation of carts and hand trucks containing files.
- Remaining stationary and moving for prolonged periods of time.
- Move/remain in a stationary position for up to 2 hours at a time.

Travel:

- Travel to various work sites and locations for training and/or meetings.
- Travel may be required.

Emergency call backs:

- Not applicable.

Work Hours:

- Work hours will be based on business needs, not to extend outside of State Fund's core hours.

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: