

Job Description

Job Title:	Associate Member Services Analyst
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Summary

The Associate Member Services Analyst (MSA) partners with data submitters to attain complete, accurate and timely policy and unit statistical data and is responsible for ensuring the timely promulgation of accurate experience ratings. The MSA also assists insurers in complying with the Commissioner's regulations.

Essential Duties and Responsibilities

- Partners with data submitters to submit complete, accurate and timely policy and unit statistical data*
 - Monitors, identifies, analyzes and communicates policy and unit statistical data reporting and quality issues
 - Takes steps to solidify data providers' understanding of the data reporting requirements and provisions of the *California Workers' Compensation Uniform Statistical Reporting Plan – 1995* and the criticality of the reported data in contributing to accurate and timely WCIRB products and services, including experience modifications, advisory pure premium rates, and coverage information
 - Provides coaching and guidance to resolve systemic data reporting issues and improve data quality
 - Performs regular assessment of the effectiveness, efficiency and relevancy of policy and unit statistical data preprocessing, cleansing and audit business rules in achieving their intended goal of detecting data quality issues and facilitate the implementation of improvements
 - Collaborates with internal stakeholders to ensure proper functioning of STAR and Connect with respect to the detection, display and description of policy and USR data and validation failures
 - Reviews the efficiency and effectiveness of internal practices and procedures in reviewing audit failures and taking appropriate actions to ensure data quality
- Ensure timely and accurate experience ratings*
 - Requests, reviews and analyzes information on insured employers to determine proper ownership and combinability of entities pursuant to the provisions of the *California Workers' Compensation Experience Rating Plan – 1995* in order to make the appropriate assignment of the data for experience rating purposes
 - Communicates with insurers to resolve complex issues around entity ownership and data validation
 - Analyzes incoming data for consistency with historically reported information and determines the appropriate actions needed to successfully complete the experience rating process
 - Communicates with data providers on missing data or data validation failures preventing the issuance of experience ratings and works closely with them toward resolution
 - Performs research on factors preventing the successful submission or correct matching and placement of policies, endorsements and unit statistical reports in the WCIRB database, determines the appropriate solutions and communicates with data providers as appropriate
 - Determines the appropriate rating effective dates and experience ratings that require manual review for accuracy and applicability and takes action to approve or reject issuance
- Assist insurers in complying with Insurance Commissioner's regulations*
 - Communicate with insurers on the policy form approval requirements
 - Review insurers' policy forms on behalf of the Insurance Commissioner for compliance with regulations
 - Collect policy information and review for potential lapses in or overlapping insurance coverage
 - Educate and apprise insurers on the provisions of the Commissioner's regulations, including the *California Workers' Compensation Uniform Statistical Reporting Plan – 1995* and the *California Workers' Compensation Experience Rating Plan – 1995*

Job Description
Member Services Analyst

Associate Member Services Analyst

- Training level position for new members of the department with limited experience
- Under frequent and direct supervision by the Team Leader, Member Services

Qualifications

To perform this job successfully, the individual must be able to execute the tasks discussed in this job description. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations, as required by ADA, may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's Degree or equivalent combination of education and progressive, related experience
- Ability to handle customer complaints tactfully, provide clear explanations regarding complex issues, and answer questions in a professional manner
- Ability to evaluate ambiguous, multi-faceted information to form substantiated decisions and judgment
- While interfacing with customers, ability to ask appropriate questions to understand customer needs fully and determine appropriate information, service or product that best meet customer needs
- Willingness and aptitude to assume increasing responsibility, including leading projects and training others as knowledge and skills grow
- Excellent time management and ability to handle a mixture of daily time-sensitive work responsibilities as well as longer-term special projects
- Excellent analytical, communication and interpersonal skills and the ability to interface with a variety of individuals in a number of different work conditions
- Ability to work under pressure and be patient with customers
- Ability to work effectively in a team environment

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Job requires 90% sitting, 10% standing/walking
- Significant time spent at keyboard, monitor and mouse

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Fast-paced environment characterized by the handling of telephone calls or written inquiries, quick decision-making, and frequent trouble-shooting
- Frequent interactions with customers that require patience, courtesy, high degree of tactfulness in handling customer issues, and good stress management practices
- Steady stream of analytical work
- Work requires attention to detail, follow-through and analysis of collected information
- Work is characterized by multi-tasking and frequent changes in priority

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Disclaimer

Management may assign or reassign duties and responsibilities to this position at any time. As such, the job description may be revised depending on the WCIRB's needs. Further, this job description is a general summary of responsibilities and requirements and is not intended to be all-inclusive of the responsibilities and requirements of this position.