

WCRB Position Opening

Wisconsin Compensation Rating Bureau

20700 Swenson Drive, Suite 100

Waukesha, WI 53186

Policy Processing Team Member

The Wisconsin Compensation Rating Bureau is a non-profit licensed rate service organization for worker's compensation insurance created by Wisconsin law. It is responsible for the classification of employers, the rates and rating plans used, all policy forms and endorsements, and the collection and analysis of all statistical and other data needed to meet its responsibilities. The WCRB also administers the Wisconsin Worker's Compensation Insurance Pool. While not a state agency, WCRB is regulated by the State of Wisconsin Office of the Commissioner of Insurance (OCI) and works very closely with the Worker's Compensation Division of the Wisconsin Department of Workforce Development (DWD). WCRB assists DWD in its enforcement activities.

Principal responsibilities and essential position requirements can be found in the **position description** attached.

Please submit your resume and a cover letter explaining your interest in this position to human.resources@wcrb.org no later than 4:00 p.m., Monday, March 8, 2021.

Wisconsin Compensation Rating Bureau is an Equal Opportunity Employer

WISCONSIN COMPENSATION RATING BUREAU

Position Description

Policy Processing Team Member

Date: February 22, 2021 **Reports To:** Policy Processing & USR-EXR Supervisor
Job Title: Policy Processing **Classification:** Non-Exempt
Team Member

Department: Operations

Summary

Under general supervision, perform various data entry, review, and customer service functions as described below.

Essential Duties and Responsibilities

This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities as management may deem necessary from time to time.

1. Electronically update and review WCRB records and systems, enter all required data, and verify the quality of policy submissions. This includes but is not limited to policies, endorsements, cancellations, changes, etc.
2. Using available resources, review records filed with the Bureau to assure accuracy of the data being submitted by the insurance carriers, agents, and insureds.
3. Correspond with WCRB customers through oral and written communication (Notice to Carriers [NTCs], etc.)
4. Be supportive and a positive influence to all team members and other WCRB staff.
5. Participate in resolving conflicts among team members and other departments.
6. Comply with Bureau policies, procedures, and performance standards.
7. Assist other teams when directed.
8. Photocopying as needed.
9. Participate in educational opportunities as appropriate.
10. Assist in special projects when requested by supervisor or a member of management.
11. Gain or have familiarity with various products on the WCRB Web site in order to assist customers.
12. Perform other duties, when requested, for which the employee is trained or qualified.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- High school diploma or equivalency
- Basic Microsoft Office skills

Key Competencies

- Customer Service/Communication
- Dependability and Adaptability
- Job Knowledge and Skill Application
- Teamwork
- Problem Solving
- Time Management

Skills, Knowledge, and Ability

- Demonstrated data entry skills
- Demonstrated analytical and decision-making skills
- Demonstrated oral and written communication skills
- Demonstrated customer service skills
- Demonstrated listening skills
- Demonstrated interpersonal skills
- Demonstrated telephone etiquette
- Attention to detail and accuracy
- Working knowledge of personal computers and current technology
- Working knowledge of Microsoft Office Suite products
- Ability to work effectively both independently and as a team member
- Ability to communicate effectively via phone and email
- Ability to multi-task and prioritize deadlines
- Ability to be trained in all position functions
- Ability to meet and exceed job expectations

Supervisory Responsibility

This position has no supervisory responsibilities.

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.

While performing the duties of this job, the employee is regularly required to sit; talk or hear; and use hands to handle, or touch objects or controls. The employee is regularly required to stand and walk. On occasion, the employee may be required to stoop, bend, or reach above the shoulders. The employee must occasionally lift up to 5 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Policy Processing Team Member

February 22, 2021

This is a full-time position Monday through Friday. Core business hours are 7:45 a.m. – 4:15 p.m. Occasional work outside core business hours, including overtime, may be required.

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.

This position primarily operates in a clerical office setting. This position routinely requires use of standard office equipment such as computers, phones, calculators, photocopiers, printers, and fax machines. The noise level in the work environment is usually low to moderate.

The Wisconsin Compensation Rating Bureau is an equal employment opportunity employer and complies with all applicable laws prohibiting discrimination based on race, color, religion, sex, age, national origin, disability, medical condition, veteran status, sexual orientation, or any other personal characteristic protected by applicable federal, state, and local laws. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, leaves of absence, compensation, and training.