

# WCRB Position Opening

## Wisconsin Compensation Rating Bureau

20700 Swenson Drive, Suite 100

Waukesha, WI 53186

### **Policy Data Reporting Technical Specialist - External**

#### **About Us**

The Wisconsin Compensation Rating Bureau (WCRB) is a non-profit statutorily appointed organization charged with the responsibility of developing Workers' Compensation rates, managing, reviewing incoming policy and financial data, and issuing notices and fines. The WCRB also manages the Wisconsin's Workers Compensation Insurance Pool.

#### **This Role**

If you have Workers' Compensation policy underwriting experience, knowledge of Workers' Compensation data reporting standards, (WCPOLS, for example) then this position is for you.

This multi-faceted position requires an ability to learn quickly, work with multiple stakeholders and recommend opportunities for improvement. In this position you will use your Workers' Compensation expertise to provide support and training for issues related to Policy data reporting and processing, with an emphasis on external data reporting groups and products. Note that this is not an Information Technology position.

This is a full-time, hybrid position, working remotely most of the time, with mandatory reporting to the office every other Wednesday. Salary commensurate with experience. Benefits include paid time off, paid holidays, health with HSA, dental, vision, pension, 401k, paid training, and tuition reimbursement.

See attached for the full position description. If you meet the qualifications for this position and are interested in applying, please send a cover letter along with your resume to [human.resources@wcrb.org](mailto:human.resources@wcrb.org).

#### **Other Roles**

Impending retirements are causing the WCRB to search for qualified candidates in a variety of positions. If you have workers' compensation data reporting and or technical experience, please submit a cover letter and resume' to the e-mail address listed above.

Wisconsin Compensation Rating Bureau is an Equal Opportunity Employer

## WISCONSIN COMPENSATION RATING BUREAU

### Position Description

#### Policy Data Reporting Technical Specialist - External

**Date:** November 18, 2021      **Reports To:** Vice President-Operations

**Job Title:** Policy Data Reporting      **Classification:** Exempt  
Technical Specialist - External

**Department:** Operations

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#### Summary

Use Policy and Workers Compensation expertise to provide technical support and training for issues related to Policy data reporting and processing, with an emphasis on external data reporting groups and products. Participate in developing and testing external Policy data reporting products. Work with Policy Processing Team to provide needed support, direction, and training assistance.

#### 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. Serve as WCRB's Policy representative on various internal and external committees and project teams.
2. Attend meetings, participate in and/or lead task groups, review meeting materials for accuracy, respond to carrier reporting questions regarding records, positions, and reporting guidelines.
3. Test tickets assigned to WCRB, participate in special projects, and follow up on Member Verification when needed.
4. Participate in special projects as requested by Chair and create maintenance requests when needed.
5. Assist Management and Supervisory staff in coordinating production work and provide work direction to personnel to assure reporting deadlines and quality standards are met. Assist in resolving problems, concerns, and questions that result from daily activities. Assist in performing daily production activities as needed.
6. Assist in providing technical training, education, and support to Bureau staff. Work with other staff to set up training sessions pertinent to Policy Processing operations.
7. Maintain current knowledge of Policy and Pool changes. Coordinate, communicate, and implement new and revised requirements with WCRB staff.
8. Address and resolve customer inquiries, problems, and complaints in an effective and timely manner.
9. Prepare agenda, take minutes, and present Policy updates at various department meetings. Maintain minutes and agendas on the WCRB intranet.
10. Complete special projects as assigned.
11. Participate in educational opportunities as directed.

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12. Participate in solving conflicts among team members and other teams.
13. Participate in developing and testing new or changed website Policy reporting applications and respond to carrier questions related to data reporting through these applications.
14. Participate in Workers Compensation industry group functions as needed.
15. Perform maintenance on various User Guides.
16. Have familiarity with various products on the WCRB website in order to assist others in their use.
17. Review website products on a quarterly basis as directed by the Web Master and report suggested updates.
18. Assist insurance carriers with electronic reporting issues and perform WCPOLS testing as needed.
19. Follow up on carrier correspondence and inquiries daily, including policy reposition requests.
20. Follow up on DWD inquires and process coverage requests.
21. Comply with Bureau policies and procedures.
22. Exhibit support and enthusiasm to be a positive influence within the Bureau.
23. Provide friendly, positive, and knowledgeable support to all WCRB customers.

**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.
- Understanding of and experience in Workers Compensation policy data reporting, processing, and functions.

**Key Competencies**

- Adaptability
- Communication
- Initiative
- Integrity
- Motivation
- Problem Solving
- Reliability
- Stress Tolerance
- Teamwork
- Thoroughness
- Time Management
- Work Standards

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**Knowledge, Skills and Ability**

- Demonstrated analytical and decision-making skills.
- Demonstrated communication skills, oral and written.
- Demonstrated customer service skills.
- Demonstrated listening skills.
- Demonstrated interpersonal skills.
- Demonstrated telephone etiquette.
- Attention to detail and accuracy.
- Working knowledge of personal computers.
- Working knowledge of Microsoft Office Suite products.
- 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.

**Travel**

Both in-state and out-of-state overnight travel is required, approximately 4-8 nights per year.

**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.

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 may be required.

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**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 operates in a semi-paperless clerical environment. Once fully trained, and upon approval of the manager, an employee may be eligible to work remotely, with the requirement that they are on-site for the mandatory “in-office” days, and as required for special meetings, training, and projects, by their manager and/or any member of management. The employee must have reliable internet connection at the telecommuting worksite that allows the employee to timely and effectively complete their work tasks. This position routinely requires use of standard office equipment such as computers, phones, calculators, photocopiers, printers, and fax machines. The noise level in the office work environment is usually low to moderate.

The Wisconsin Compensation Rating Bureau considers telecommuting to be a viable alternative work arrangement that may be appropriate for some positions. Management approval and employee performance determines eligibility to telecommute.

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.