

Unit Statistical Technical Specialist

April 1, 2018

11. Maintain familiarity with and knowledge of the content of various manuals used in the industry.
12. Keep up to date on WCRB web products in order to assist others in their use.
13. Review website products on a quarterly basis as directed by the Web Master and report suggested updates.
14. Assist insurance carriers with electronic reporting issues and perform USR submission testing as needed.
15. Provide friendly, positive, and knowledgeable support to all WCRB customers.
16. Assist in the development and testing of computer programs relating to the changing workers compensation environment.
17. Work with WCRB and vendor staff to identify and correct system errors, as well as develop and implement new or changed requirements.
18. Serve as the contact for investigating and resolving WCRB questions, concerns and correspondence regarding unit statistical and experience rating issues.
19. Exhibit support and enthusiasm to be a positive influence within the Bureau.
20. Comply with Bureau policies and procedures.
21. Work with IT regarding issues identified with the WCRB USR web product and test new enhancements and issues.
22. Actively participate in and contribute to the mandatory coaching sessions.
23. Participate in educational opportunities as directed.
24. Participate in, and successfully complete, WCRB mandatory training sessions as required.

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

- Associate Degree or equivalent experience.
- Knowledge of and minimum 2 years' experience in unit statistical and experience rating data reporting, processing, and functions. Additional workers compensation knowledge (policy reporting, application/product testing, etc) a plus.
- Participate in AmComp's Workers Compensation Professional program, with successful completion within 18 months of hire.

Key Competencies

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

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- Technical Expertise

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 4-12 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.

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.

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This position 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.