

NC Rate Bureau **Manager, Data Services**

Position Summary:

This position leads the day-to-day operations of system testing, data collection and data services for all Workers Compensation data reported to the North Carolina Rate Bureau. Additionally, this position will serve as a liaison between internal and external system users, Information Technology, and outside vendors in order to ensure proper functionality of internal and external systems. This position is responsible for tracking operating system development, enhancements, maintenance, and communicating changes to management.

This position involves decision-making, supervision, interpretation, and understanding of data reporting rules, the evaluation of complex problems and the formulation of appropriate corrective actions. This position ensures that issues related to data collection and reporting are diagnosed and resolved in a timely, efficient and accurate manner.

Duties & Responsibilities

Analysis

- Collaborate in the planning and deployment of new applications and enhancements to existing applications.
- Perform benefit analyses for proposed systems enhancements to aid management in making implementation decisions.
- Prepare and deliver reports, recommendations, or alternatives that address existing and potential trouble areas in departmental operating systems.
- Review and analyze the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging these systems.
- Support business and information technology strategic and logistical planning by working closely with IT and the management staff of NCRB to formulate strategic recommendations for enhancements to systems and work processes to ensure systems are in place to support the data collection, data reporting and data management initiatives undertaken by NCRB.
- Acts as proponent of technological advancement and develops awareness of available resources to improve efficiency through greater automation.
- Oversee all UAT testing and testing coordination for all internal and external web applications, operating systems and carrier reporting tools.
- Perform expert analysis of workers compensation insurance data to identify quality concerns, usage concerns, gaps in validation tests, edits or operational procedures.

The Organizations are equal opportunity employers dedicated to a policy of compliance with all federal, state and local laws regarding nondiscrimination in employment. Applicants are considered for all positions without regard to race, ancestry, color, age, national origin, ethnicity, religious creed or belief, physical or mental disability, marital or familial status, legally protected medical condition, genetic information, military or veteran status, sex (including pregnancy, or related medical condition), gender (including gender identity and expression), sexual orientation, citizenship/alienage status, protected activity (such as opposition to or reporting of prohibited discrimination or harassment), arrest or conviction record, or any other status or protected characteristic protected by law. In addition, this Organization does not discriminate on the basis of physical or mental disability where the essential functions of the job, as reasonably accommodated, do not require such distinction.

Collaboration Skills

- Work as part of project teams with, IT personnel, developers, other independent bureaus, committees and vendors during the requirements and development of new or existing functions to the Bureau's operating system and web applications. This will include coordination of database development and determine project scope, business requirements, applicability and limitations.
- Collaborate in the development of recommendations and implementation of changes to systems by working with internal and external parties, including third party vendors.
- Collaborate with members of management, as needed.

Data/Report Management

- Ensure proper and current documentation of data collection procedures, standards, and processes as they pertain to usage of workers compensation operating systems and web applications.
- Oversee and provide operating system support for all areas as needed, to include entry, monitoring, tracking and updating of defects and enhancements into various ticketing systems for internal and external systems.
- Direct, monitor, prioritize and implement all tasks associated with the collection and summarization of data and the promulgation of experience modifications.

Employee Relations

- Responsible for the employment, development, evaluation, and positive employee relations of Data Services area.
- Daily oversight of operational and service functions performed by the Data Services associates.
- Provide guidance and/or instruction to team members.

Product Knowledge Resource

- Serve as a resource in providing management with recommendations specific to the resolution of data quality issues, data usage impact analyses, and maintenance of NCRB data collection and validation systems.
- Provide technical consultation, subject matter expertise, and technical support to external customers and internal staff on the Bureau's operating system, data reporting rules and standards.
- Support definition of projects, processes and strategies to maintain and improve the operating system usability and diversity of Bureau data resources internally and by outside constituents.
- Serve as subject matter expert to represent Bureau business unit on internal projects and external industry groups.

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Professionalism

- Faithfully and diligently fulfill the obligations of our Organizations as set forth in the statutes.
- Perform each task as efficiently as possible with absolute honesty and integrity.
- Treat your fellow associates and those you serve on behalf of the Organizations with dignity and respect.
- Continually strive to improve the Organizations through the use of every associate's talents and creativity.
- Encourage participation and a sense of ownership from the members of our Organizations.
- Demonstrate fairness and consistency among all associates and encourage personal development.

POSITION SPECIFIC COMPETENCIES:

Analytical Thinking

- Strong analytical and problem solving skills.

Communication

- Demonstrated ability to effectively communicate and interact professionally at all organization levels.
- Possess excellent communication skills (written, verbal, listening and interpersonal).
- Interacts effectively with all levels of employees using excellent communication skills.

Confidentiality

- Ability to manage confidential information.

Dependability

- Ability to work independently and exercise sound judgment.
- Ability to work both independently and as a team member.

Flexibility

- Work schedule flexibility to allow for occasional travel.

Initiative

- Self-starter.

Organization Skills

- Strong organizational skills.

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Technical Skills

- Experience or training in technical environment.

Primary Job Requirements:**Education**

BA/BS Relevant field or an equivalent combination of education and experience.

Experience

- 5 plus years insurance company data reporting and/or Bureau experience or IT Business Analyst experience preferred.
- Proficiency with technology including PowerPoint, Excel, Word and database structures required.
- Strong computer skills required.

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