



We are looking for a **Manager of Data Services** in Raleigh, NC

North Carolina Rate Bureau (NCRB) is a non-profit, unincorporated rating bureau providing services and programs for the insurance industry in North Carolina through the promulgation of rates, forms, and rules. Lines of insurance include automobile, property and workers compensation, generating over \$12 billion a year in premiums. The NCRB is also responsible for administering the North Carolina Workers Compensation Assigned Risk Plan with approximately 27,000 North Carolina employers.

The Position: The Manager of Data Services (Workers Compensation) leads the day-to-day operations of data collection, system testing, and carrier data services for all Workers Compensation data reported to the North Carolina Rate Bureau.

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

What we are looking for:

- A self-starter with demonstrated leadership ability
- Strong analytical and problem-solving skills.
- Ability to effectively interact professionally at all organization levels.
- Possess excellent written, verbal, listening and interpersonal communication skills.
- Interacts effectively with all levels of employees
- Ability to manage confidential information.
- Ability to work both independently and as a team member.

Responsibilities:

- Serve as a resource with recommendations specific to the resolution of data quality issues and maintenance of NCRB data collection and validation systems.
- Provide technical consultation, subject matter expertise, and technical support to external customers and internal staff regarding 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.
- 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.
- 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.
- Collaborate in the development of recommendations and implementation of changes to systems by working with internal and external parties, including third party vendors.

Requirements:

- BA/BS in a relevant field of study or an equivalent combination of education and experience.
- 5+ years of Insurance company operations/data reporting and/or Bureau experience preferred.
- Strong computer skills and proficiency with technology preferred.

- Experience leading teams in a production environment.

Highlights of joining our team:

- **Competitive compensation** with an annual bonus plan
- **Competitive Benefits package** including medical, dental, vision, disability, 401k and cash balance pension
- Minimum of 4 weeks (pro-rated) **Paid Time Off** plus 12 paid holidays per year
- 37.5-hour **Flexible Work Week** with Friday afternoon off
- **Hybrid Work Environment:** 2 days per week in Raleigh office, 3 days remote
- Committed to **Work/Life Balance** for our employees

We look forward to hearing from you. Please send your resume to:

HR@NCRB.ORG

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.
