

NC Rate Bureau **Manager, Training & Operations**

Position Summary:

The Training and Operations Manager is a hybrid role with components of both training and operational analysis. The responsibilities include communicating with department staff and senior leadership to identify training needs and to develop and implement training plans for teams and individuals. This position is responsible for managing, designing, developing, coordinating, and conducting training programs, both internally and externally.

This role will also provide business operations support to new and existing systems/processes. This includes reviewing and analyzing the effectiveness and efficiency of existing systems and processes, and developing strategies for improving or leveraging systems and processes.

Duties & Responsibilities

Training Programs Administration

- Develop and deliver training programs for all NCRB Insurance Operations personnel, including, but not limited to all Workers Compensation functions, Data Operations, and Personal Lines that is focused on all levels of processing and analysis from beginner to advanced skills.
- Develop and deliver training programs in support of objectives of the organization, business unit, team and individual level.
- Design, develop and executive innovative educational programs and initiatives for our staff focusing on software training, best practices and processing.
- Produce, document and present educational programs using various training techniques including but not limited to classroom style, webinars, seminars, one-on-one, blended approaches, etc.
- Create testing and evaluation processes to monitor and assess the effectiveness of all education and training related efforts including effectiveness and impact on efficiency and institute improvements over time.

Analysis

- Act as subject matter expert on IT portfolio projects for new development and enhancements to existing systems/applications.

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.

- Identify and define business needs, objectives or new initiatives and present solutions to meet those.
- Review and analyze the effectiveness and efficiency of existing systems and processes, and recommend solutions for improving or further leveraging current systems and processes.

Collaboration

- Collaborate with management team to prepare education programs related to changes affecting internal and external customers.
- Collaborate with management to understand audit results and target training programs to improve overall accuracy and timeliness of production goals and key performance metrics.
- Collaborate with business stakeholders and subject matter experts to fully understand processes and their impact on the overall business. Use this information to identify potential process and system enhancements to create efficiencies and reduce resource allocation for routine tasks, procedures and reports.

Work Management/Organization/Planning

- Manage assigned projects to ensure schedule, resources and budget are met.
- Effectively keep track of, prioritize and execute tasks in a timely manner.
- Manage multiple priorities and adapt to constantly changing priorities.

Education & Self Development

- Be familiar with all product lines, software, forms, manuals, rates and all other information pertinent to workers compensation and personal lines.

Software/Systems Operations

- Maintain proficiency with software and systems utilized by Insurance Operations to ensure staff utilizes software to its fullest capabilities to ensure operational efficiency

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.

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- Demonstrate fairness and consistency among all associates and encourage personal development.

POSITION SPECIFIC COMPETENCIES:

Communication Skills

- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language, and give group presentations.
- Strong communication, presentation and relationship building skills.
- Ability to communicate software concepts to technical and non-technical individuals.

Organizational Skills

- Excellent organizational skills and attention to detail.

Technical Skills

- Strong computer skills for development and documentation of training materials.

Training & Development Skills

- Ability to train, evaluate and collaborate effectively and diplomatically with others.

Primary Job Requirements:

Education

BA/BS in Business or related field or an equivalent combination of education and experience.

Experience

- 3 to 5 years workers compensation and/or personal lines insurance preferred.
- 2 plus years development and delivery of training programs preferred.
- IT Business Analyst experience preferred.

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