

# NCRF Operations Analyst

## **Position Summary:**

The Operations Analyst collects, organizes, analyzes, manages, and integrates select data into related systems to ensure operational accuracy. This associate is tasked with completing ad-hoc and scheduled necessary data reports as needed. Analyzes data requests to determine appropriate data solutions using the most accurate and efficient method.

The Analyst creates recommendations based off analytical findings to the Chief Operating Officer and other leadership for decision making. This position must also liaise with vendors to manage/research data issues and provides leadership on assigned projects within the North Carolina Reinsurance Facility. Must participate with IT in resolving defects or proposing enhancements.

## **Duties & Responsibilities**

### **Business/Report Management**

- Prepare scheduled and ad hoc business reports.
- Identify and analyze data trends and outliers.
- Engage with companies and statistical agencies for data required.
- Collect and analyze data conflicts and availability issues between systems.

### **Communication**

- Communicate and interact professionally with all internal and external organizational levels.
- Effectively communicate utilizing written, verbal, listening and interpersonal skills.
- Build professional rapport in both written and verbal contacts with member carrier partners.
- Articulate findings via reports and exhibits to prove financial impact.
- Address key questions and issues with member companies and ensure corrective actions are taken.
- Create circulars and provide both pre and post publication research and analysis.

### **Data Management**

- Reconcile Reports with internal systems.
- Perform analysis of data for the Facility Board of Governors and various committees.
- Create queries to develop more efficient solutions for the organization.
- Analyze macro data for unusual variances for further investigation.
- Build reports for the annual member company compliance plan.
- User database application troubleshooting, user acceptance testing and defect resolution.
- Assist external auditors with annual review.

*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.*

## **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.

## **Teamwork**

- Engage and work effectively with people of different skill sets, personalities or work styles.
- Partner with team members to enhance overall performance of the group.
- Be engaged and professional in interactions with others.
- Train and mentor others as needed

## **POSITION SPECIFIC COMPETENCIES:**

### **Analytical Thinking**

- Strong analytical skills.
- Excellent math skills.
- Ability to draw conclusions from data.

### **Initiative**

- A strong degree of personal initiative, motivation and positive attitude.
- Exhibits strong attention to detail and follow-through.

### **Managing Multiple Priorities**

- Effective at problem-solving and planning.
- Able to handle multiple, complex assignments with minimal supervision and appropriate prioritization.
- Proactively plan, organize and execute assignments as situations demand.

### **Software Application Skills**

- Microsoft Excel Expert.
- Proficient with Microsoft Office Suite.
- Experience with business data management software (i.e. Tableau, Power BI) a plus.

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## **Primary Job Requirements:**

### **Education**

BA/BS - Business or in a relevant field or an equivalent combination of education and experience

### **Experience**

- 3 years Insurance/Business processing experience preferred.
- Data Management Software knowledge preferred.
- Reinsurance Facility Operations knowledge preferred.

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