

POSITION DUTY STATEMENT

CLASSIFICATION Associate Governmental Program Analyst	POSITION NUMBER 341-100-5393-xxx
WORKING TITLE	DEPARTMENT/UNIT Communications and External Affairs
EFFECTIVE DATE	LOCATION Sacramento
MANAGEMENT DESIGNATION N/A	CONFLICT OF INTEREST CATEGORY N/A

SUPERVISION RECEIVED: Staff Services Manager I

SUPERVISION EXERCISED: N/A

JOB DESCRIPTION : Under administrative direction provided by the Staff Services Manager I (SSMI) within the California Earthquake Authority's (CEA) Communications and External Affairs department the incumbent will serve as subject matter expert regarding the CEA's mission and insurance products including rate structure, relationship with participating insurance companies, and claims paying capacity. In addition, the incumbent will be responsible for the customer service call center as it relates to consumers and the participating insurance companies.

ESSENTIAL FUNCTIONS: The incumbent must have the ability to perform the following essential functions with or without reasonable accommodations:

35% Consumer Services

- Serve as the Consumer Services Lead to the call center.
- Provide excellent customer service to consumers and agents who call the CEA consumer hotline.
- Provide training, as required, for call center staff on earthquake insurance products, on call center software, and communication skills.
- Work with IS to maintain, update and improve call center software.
- Respond to consumer correspondence in writing and/or verbally.
- Coordinate the implementation of CEA information updates.
- Receive incoming consumer correspondence; have primary responsibility for preparing responses for review and approval by CEA's Legal Office.
- Responsible for coordinating and maintaining inventory of Communications and External Affairs materials; have primary responsibility for fulfilling program outreach activities.
- Develop and maintain the training/resource desk reference manual to be utilized by all members of the call center.
- Review reports that are prepared by the CEA's consumer call center to ensure input is both accurate and useful.
- Produce and present data reports, as requested by the Director or other CEA executives.
- Analyze, monitor and evaluate call count and content to identify and report on potential issues affecting CEA consumers, agents or CEA products and services.

35% Agent Trainer

- Work individually and in a team setting to develop, implement and evaluate agent training program regarding the role of the CEA and its earthquake insurance products. This will include developing and maintaining a strategic, annual, region-specific Agent Training plan including leveraging CEA participation in insurance industry events; scheduling agent training dates; developing and updating agent training curriculum and training support materials (e.g., handouts, presentations, visual aids); conducting in-person agent training; reporting associated with logistics related to number of events held and number of agents trained; and registering for-credit training events with the California Department of Insurance.
- Coordinate agent outreach to recruit participation in the Agent Training Program by working with participating insurance companies; researching and obtaining agent contact information; maintaining agent contact database; sending email invitations; conducting agent telephone call campaigns; and maintain online training schedule and training registration on CEA website.
- Coordinate agent training, insurance industry, and consumer outreach event logistics including establishing dates and times for trainings; registering for industry and consumer outreach events; staffing of event and training at events; arranging for appropriate hosted or contracted facilities including necessary contracts, purchase orders, etc.; arranging shipment of trade show booth, audio/visual equipment, and/or training materials; and making travel arrangements for incumbent and other staff, as may be necessary.
- Provide training to other CEA staff and contracted staff in CEA Agent Training curriculum.
- Work with CEA insurance business function to ensure online agent training content is correct, up-to-date, and consistent with other CEA marketing and training efforts. Coordinate maintenance of CEA trade show booths, equipment, and materials.

15% Arrange participation and travel to insurance industry and consumer events to represent the CEA and present earthquake safety and insurance product information. Work individually and in a team setting to develop, implement and evaluate agent training for CEA products and services. Also, develop, implement and evaluate processes, procedures and/or products and services to address needs of consumers.

10% In the event of an earthquake, also may be called upon to work the as a liaison to coordinate the CEA's presence at Disaster Recovery Centers, which may require extended travel time, including weekends and/or holidays.

5% Perform other related duties as may be assigned.

I have read and discussed those duties with my supervisor

I certify that the above accurately represents the duties of the position

Employee Signature:

Supervisor Signature:

PERSONNEL USE: This personnel transaction has been reviewed and approved by:

Personnel Analyst Signature

Date

:P2#

:625#
