

**DIRECTOR OF RATING SERVICES****Nature of the Work**

Under administrative direction, plans, directs, implements and evaluates the operation of the rating and serving unit of Workers' Compensation Division. The incumbent will oversee the performance of actuarial rate/reserve functions that are complex, varied, dynamic, and require a substantial depth of analysis and interpretation of theory, principles, practices and regulations of the insurance industry. Significant interaction with private sector business leaders and managers is required. The Director of Rating Services advises the Commissioner, Compensation Programs Performance Council and Executive Director on rate/reserve issues. Performs related work as required.

**Examples of Work**

- Responsible for effective and efficient operation of all employer rate calculations and claim reserve estimates.
- Develops State of West Virginia Workers' Compensation Division annual financing plan through rating process.
- Partners with the Director of Underwriting Unit to develop pricing for various product lines.
- Partners with the Director of Claims Management Unit to insure integrity of claim reserve data.
- Partners with Director of Financial Services to insure accuracy of data for actuarial report and financial statements.
- Partners with the Director of Safety and Loss Control to identify employers for placement into various safety and loss control programs.
- Partners with the Fraud Unit, Offices of Judges, and Legal Services to develop a process for incorporation of subrogation, fraud cases, and claim appeals into rating/reserving.
- Prepares reports reflecting the operational status of the rate/reserve unit.
- Responds to inquiries from Commissioner, Compensation Programs Performance Council, employers, Executive Director, legislators, legislative auditors, and a variety of interest groups; Renders decisions in unusual or priority situations.
- Plans, develops, executes and evaluates through managerial, professional, technical and clerical staff the rating process for the State of West Virginia. This complex process (1) ensures that the recommendations of accurate

**DIRECTOR OF RATING SERVICES (CONT'D)****Examples of Work (Cont'd)**

- rates, reserves, and data analysis are in accordance with policies and direction established by the Compensation Programs Performance Council (2) protects the financial soundness of workers' compensation fund (3) facilitates the efficient operation of the rating/reserving unit (4) incorporates consideration of claims consciousness and claims management efforts, financial and operating policies and objectives, and impact of law changes and key court cases.
- Confers with and discusses rate issues and pricing problems with the Commissioner, Compensation Programs Performance Council, Executive Director, and Director of Legal Services.
- Attends and/or participates in meeting and seminars to inform stakeholders on special or new areas in workers' compensation insurance.
- Researches professional journals, regulations and other sources to assist in the formulating of proposed workers' compensation stature and rules and for improvements to Division programs and procedures.
- Directs special and/or statistical reports, analyzing data and interpreting results.
- Responsible for management of recruitment/selection process, staff development, disciplinary matters and other related matters.
- Directs special projects as required by Commissioner, Executive Director, Compensation Programs Performance Council and legislature.
- Represents Division at national and local meeting, conferences and hearings.
- Develops preparation of Rating Services budget; Oversees execution of same.
- As member of Executive Management Team (Director of Financial Services, Director of Underwriting, and Director of Claims Management, Director of Rating Services) develops and implements operating procedures consistent with insurance principles and statutory guidelines; Develops, reviews and grades various contracts and proposals for the Workers' Compensation Division, Develops and approves forms and procedures as well as numerous other management team projects.

**DIRECTOR OF RATING SERVICES (CONT'D)****Knowledge, Skills and Abilities (Cont'd)**

Knowledge of advanced mathematics and statistical techniques, theories and principles.

Knowledge of the principles of public and business administration; Principles and practices in management to include planning, coordinating, budgeting, directing, organizing staffing, training and supervision.

Knowledge of the Workers' compensation legal basis and the rules and regulations governing system operation. Generally Accepted Accounting Procedures and elements of Workers' Compensation financial Statements.

Knowledge of the State legislative process.

Knowledge of Workers' Compensation claims payments; employer reporting requirements; self-insurance; legal basis and the rules and regulations governing system operation.

Knowledge of computerized reserving system (MIRA).

Knowledge of Workers' compensation rate making/reserving objectives, actuarial practices and procedures, insurance industry regulations, field auditing, accounting, business administration and their relationship to the rest of the agency and other entities.

Knowledge of the mission, program offerings and organization structure of the Rating Services Unit.

Knowledge of the statistics and basic statistical techniques; application of mathematical formulas and research techniques.

Knowledge of the data collection, compilation, and analysis procedures and techniques used in developing resources.

Knowledge of the techniques of insurance rate/reserve analysis and forecasting and how they may be applied to the financing plan.

Knowledge of the Workers' Compensation underwriting processes, principles, practices and underwriting administration; The theory, principles and practices of insurance, risk selection and classifications; Various rating plans and related pricing methods and procedures.

Ability to apply advanced mathematics and statistical techniques.

Ability to communicate effectively, both orally and in writing and to speak before groups.

Ability to analyze situations, problems, and information and develop appropriate responses and resolutions.

**DIRECTOR OF RATING SERVICES (CONT'D)****Skills and Abilities (Cont'd)**

- Ability to organize and coordinate tasks; Direct and supervise work of others.
- Ability to exhibit proficiency in spreadsheet-based model development, database management and word processing.
- Ability to synthesize information and provide interpretation.
- Ability to evaluate operational situations and related data facts in preparation for administrative policy decisions and identify and solve administrative problems.
- Ability to develop effective policies and procedures.
- Ability to establish and maintain effective relationships with Commissioner, Compensation Programs Performance Council, Executive Director, executive management, the general public, government officials, private industry officials, professional personnel and others.
- Ability to prepare accurate conclusions and recommendations regarding rate making matters.
- Ability to assign, direct and review the work of professional, technical and clerical staff.
- Ability to plan, develop, coordinate, budget and administer a wide range of complex programs and activities.

**Minimum Qualifications**

- Training:** Bachelor's degree from an accredited college or university with a major in mathematics, statistics, mathematics education or related field that includes a combination of 21 semester hours in mathematics and statistics, three of which must be calculus. Preference will be given to incumbents with additional formal training in accounting, advanced education, and/or certification.
- Experience:** Eight years of full-time or equivalent part-time paid administrative or supervisory experience in research and/or data extraction, rate making or underwriting.
- Substitutions:** Masters' degree in statistical, computer or business related field may substitute for two years of required experience. Certifications such as CPA, CPCU, etc. may substitute for two years of the required experience.

Established: 8/19/99  
 Effective: 10/1/99