

## Oklahoma Farm Bureau & Affiliated Companies Job Description

<b>Job Title:</b> ISO Expert		<b>Department:</b> Actuarial	
<b>Accountable to:</b> Manager of Actuarial Services		<b>Issued:</b> 02/26	<b>Revised:</b>
	<b>Type of position:</b> <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern <input type="checkbox"/> Seasonal	<b>FLSA:</b> <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	<b>Position Details:</b> <input checked="" type="checkbox"/> Individual Contributor <input type="checkbox"/> Supervisor/Manager (direct reports)

**Primary Purpose:** Guide the company through the process of implementing and maintaining ISO rating, rules, and forms for commercial lines of business. Involving gap analysis, developing action plans, training employees and ensuring compliance. Play a crucial role in enhancing the quality and efficiency of a company's processes.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

1. Conduct gap analysis to identify impact of ISO commercial lines rating, rules, and forms filings on all business areas.
2. Develop and implement action plans to address identified gaps.
3. Provide training to employees on ISO commercial lines rating, rules, and forms to address identified knowledge gaps.
4. Coordinate with internal teams and external vendors throughout the full lifecycle of an ISO product change.
5. Monitor changes in ISO commercial lines rating, rules, and forms.

### **Competencies**

1. Analytical - Synthesizes complex or diverse information; Collects and researches data.
2. Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions.
3. Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills.
4. Interpersonal Skills - Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control.
5. Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.
6. Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
7. Business Acumen - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
8. Diversity - Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.
9. Ethics - Treats people with respect; Works with integrity and ethically; Upholds organizational values.
10. Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.
11. Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment.
12. Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives.
13. Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position.
14. Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality.

15. Adaptability - Adapts to changes in the work environment; Able to deal with frequent changes, delays, or unexpected events.
16. Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent.
17. Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to long hours of work when necessary to reach goals.

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience**

Bachelor's degree (B. A.) from four-year college or university preferably in Business, Engineering and or a related field.

3+ years of commercial underwriting experience working directly with ISO rating, rules and forms.

### **Skills and Knowledge**

- Strong understanding of ISO ratings, rules, and forms
- Strong understanding of underwriting principles (CPCU designation preferred)
- Excellent documentation skills
- Analytical skills
- Internal auditing
- Training and development
- Attention to detail
- Communication skills
- Compliance Management

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is frequently required to stand, walk; use hands to finger, handle, or feel and reach with hands and arms.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. This is not a remote position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

The worker is regularly in a typical office environment and is not subject to adverse environmental conditions. The noise level in the work environment is usually moderate.