



## We're looking for an **Operations Analyst** in Raleigh, NC

**Organization Information:** North Carolina Rate Bureau (NCRB) a non-profit, unincorporated rating bureau providing services and programs for the insurance industry in North Carolina through the promulgation of rates, forms, and rules for automobile, property and workers compensation lines of insurance. The NCRB is responsible for proposing and filing rates on behalf of member insurers generating over \$12 billion in premiums. The NCRB is responsible for administering the North Carolina Workers Compensation Assigned Risk Plan with approximately 27,000 North Carolina employers.

**The Position:** We're looking for an Operations Analyst

### **Requirements:**

- Strong analytical and problem-solving skills
- Possess excellent communication skills (written, verbal, listening, and interpersonal)
- Must be proficient at typing/keyboarding and possess good working knowledge of database systems and Microsoft Office products.
- Ability to work both independently and as a team member.
- Must be a self-starter
- Ability to multi-task.
- Ability to work with minimal supervision.
- Strong organizational skills and prioritization skills.
- BS/BA in a relevant field of study or an equivalent combination of education and experience.
- Prior insurance experience with knowledge of workers compensation insurance coverage rules
- Basic knowledge of the NC Basic Manual, NCCI Scopes Manual, and the NC Workers Compensation Insurance Plan.

### **Responsibilities:**

This analyst position for the Workers Compensation Operations, supports all teams and projects where needed. This position will serve as a floater between teams to ensure work is completed timely and accurately as needs change in the department. This position facilitates accurate workers compensation data reporting. This includes, but not limited to, processing assigned risk applications, providing accurate and timely responses to inquiries on workers compensation rules as outlined in our manuals, determining appropriate classification for business and processing policy and unit submissions and errors. This position communicates as needed with carriers, agents and employers working with moderate supervision and having moderate decision-making authority. Has general technical expertise and knowledge of industry practices, techniques, and standards to perform the job duties.

This position also supports the Training and Operations Manager with projects and tasks needed to ensure goals for the organization are met timely and accurately and will begin to develop broader organizational knowledge.

### **Why Should You Apply?**

- **Competitive compensation** with an annual bonus plan.
- **Competitive Benefits package** including medical, dental, vision, disability, 401k and cash balance pension
- Minimum of 4 weeks (pro-rated) **Paid Time Off** plus 12 paid holidays per year
- 37.5-hour **Flexible Work Week** with Friday afternoon off
- **Hybrid Work Environment:** 2 days per week in Raleigh office, 3 days remote
- Committed to **Work/Life Balance** for our employees

**We look forward to hearing from you.**

**Please send your resume to:**

[HR@NCRB.ORG](mailto:HR@NCRB.ORG)

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*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.*

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