# WASHINGTON CITIES INSURANCE AUTHORITY
## JOB DESCRIPTION

**JOB TITLE:** Member Services Manager

<table>
<thead>
<tr>
<th>BAND</th>
<th>GRADE</th>
<th>SUBGRADE</th>
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</thead>
<tbody>
<tr>
<td>D</td>
<td>6</td>
<td>2</td>
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</table>

**DEPARTMENT:** Member Services  
**ACCOUNTABLE TO:** Executive Director  
**FLSA STATUS:** Exempt

**JOB SUMMARY:** The employee in this classification is responsible for the design and effectiveness of Authority membership training, using formal COMPACT training programs, administration of consulting services, and other formal presentations to various sized groups. The incumbent has a considerable amount of contact with others inside and outside the agency and its membership. This job requires day and overnight travel for meetings.

<table>
<thead>
<tr>
<th>DUTY NO.</th>
<th>ESSENTIAL DUTIES</th>
<th>FREQUENCY</th>
<th>BAND/ GRADE</th>
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<tbody>
<tr>
<td>1.</td>
<td>Analyzes training needs and designs multiple training elements of the COMPACT and lesser training programs. Determines topics, content, forums, and presenters. Develops yearly training calendar and course-catalog through “University” concept. Reports scope and effectiveness to the Executive Committee and Full Board.</td>
<td>D 30%</td>
<td>D</td>
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<td>2.</td>
<td>Creates inventory or qualified speakers and consultants, projected use, and cost criteria. Develops annual COMPACT audit checklist material and provides educational and training opportunities for Risk Management Reps’ field implementation. Provides overall administration of the Compact Program to include design, development and implementing new and current elements; monitors compliance; provides membership progress notices; institutes appeals process and develops pool position. Monitors and reports COMPACT non-compliance to Director and Executive Committee.</td>
<td>D 30%</td>
<td>D</td>
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<td>3.</td>
<td>Develops departmental budget and monitors expenditures; sets up reporting system and resolves billing problems with vendors.</td>
<td>M 5%</td>
<td>D</td>
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<td>4.</td>
<td>Creates and updates Authority duel-purpose orientation and marketing manual. Creates and implements on-request single-purpose training. Oversees training database development and content of periodic reports to applicable member department heads. Reports results to Director and Executive Committee.</td>
<td>W 10%</td>
<td>D</td>
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<td>5.</td>
<td>Tracks quality and effectiveness of COMPACT and other training programs. Monitors results, reports member deficiencies and prepares staff recommendations and appeal defense position.</td>
<td>M 15%</td>
<td>C</td>
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6. Supervises clerical staff performance, training and personal development. Participates in staff performance reviews. Makes staffing and staff development recommendations to departments heads and Director. M 5% D

7. Performs other duties of a similar nature or level. As Required D

MINIMUM QUALIFICATIONS: A Bachelor’s Degree in Risk Management, General Business, or Public Administration and three years experience in loss control or risk management programs or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Must posses a valid State of Washington Driver’s License.

KNOWLEDGE REQUIRED:
Knowledge of:
- risk management and loss control principles and practices;
- applicable federal laws, state statutes, and other laws affecting the operating municipalities;
- budget development and management practices and principles.

SKILLS REQUIRED:
Skill in:
- applying supervisory techniques;
- making public presentations;
- writing training plans and reports;
- budget preparation and monitoring;
- using a personal computer;
- communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

PHYSICAL ACTIVITIES/REQUIREMENTS:

Standing, stooping, crouching, kneeling, reaching, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing, repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

10/23/2008