

## **New Jersey Manufacturers Insurance Group**

Job Title: Contact Center Scheduler/Analyst

Department: Personal Lines Department

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Our Personal Lines Department is seeking a Contact Center Scheduler/Analyst to join our West Trenton office. This individual will ensure Contact Center goals are met by developing, monitoring and analyzing forecast plans and providing direction to adjust scheduling/staffing needs in a timely and accurate manner. The NJM title for this position is Personal Lines Workforce Management Analyst.

### **Job Responsibilities**

- Analyze historical call volume and staffing patterns and create future forecast to ensure goals are met
- Validate forecasting and staff planning in collaboration with call center management team
- Recommend scheduling functions, updating and reviewing call volume factors
- Respond to changes in projected call volumes in a timely and accurate manner to ensure proper staffing levels are maintained
- Escalate discrepancies in data to management with recommendations for action
- Assist with Real-Time and Intra-Day activities to ensure operational goals are met
- Determine staffing ratios and seat utilization/optimization to ensure call center goals are met
- Prepare daily/weekly/monthly reports and distribute to the Call Center management team
- Work with the Call Center management team on initiatives to support new business growth and overall operations
- Develop partnerships with key stakeholders to validate weekly and monthly call volume forecast assumptions based on historical data and stay informed regarding Call Center initiatives
- Provide clear communications of the forecasted workload, changes, assumptions, inputs etc., and provide proactive, solutions-oriented support for Call Center leadership team
- Track, analyze and report on agent performance as related to phone metrics

**Required Qualifications and Experience**

- Bachelor's degree in business or related field preferred
- A minimum of 2 years operations experience in a call center environment
- Workforce Management Software experience required, NICE IEX preferred
- Experience in providing staff forecasting and scheduling required
- Experience with MS Office with advanced knowledge of Excel
- Strong analytical and reporting capabilities
- Excellent written, verbal, analytical and communication skills
- Solid organizational skills and ability to multi-task
- Ability to work under time constraints, adapt to shifting priorities and work independently and part of a team
- Bilingual in English/Spanish preferred

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**APPLY ON-LINE AT:**

**<http://www.njm.com/Careers/>**

## **New Jersey Manufacturers Insurance Group**

Job Title: First Notice of Loss Associate

Department: General Claims

New Jersey Manufacturers Insurance Groups' General Claims Department is seeking a First Notice of Loss Associate to provide superior customer service while receiving and responding to inbound telephone calls from policyholders and customers. Formal in-house training is provided. The hours for this West Trenton, NJ based position are Monday through Friday 9:00am to 5:15pm, including one Saturday per month 8:30am to 4:30pm.

### **Job Responsibilities**

- Provide quality assistance and customer service in a professional and timely manner.
- Navigate in a computerized environment to access appropriate information to service policyholders.
- Accurately receive and respond to the first reports of an insured's losses, either to auto or home.
- Listen and record information simultaneously and follow through by assessing losses and acting upon the claim, should it require attention.
- Determine coverage exposure and complete necessary follow ups in a timely and efficient manner.
- Perform additional duties within the department as needed.

### **Required Qualifications and Experience**

- Call center experience handling inbound calls is preferred
- Excellent verbal and written communication skills
- Excellent listening skills
- Working knowledge of computers including accurate keyboarding skills
- Typing speed of 25 wpm or more
- Detail oriented
- Problem solving and decision making abilities
- Strong multi-tasking ability
- High School Diploma or GED
- Bilingual in English and Spanish is a plus

### **Diversity Statement**

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## **New Jersey Manufacturers Insurance Group**

**Job Title:** First Notice of Loss Associate (Part Time)

**Department:** General Claims

New Jersey Manufacturers Insurance Groups' General Claims Department is seeking a Part-time First Notice of Loss Associate to provide superior customer service while receiving and responding to inbound telephone calls from policyholders and customers. Formal in-house training is provided. The hours for this West Trenton, NJ based position are four evenings a week (4:30PM to 9:00PM) including two Saturdays per month (8:30AM to 4:30PM).

### **Job Responsibilities**

- Provide quality assistance and customer service in a professional and timely manner.
- Navigate in a computerized environment to access appropriate information to service policyholders.
- Accurately receive and respond to the first reports of an insured's losses, either to auto or home.
- Listen and record information simultaneously and follow through by assessing losses and acting upon the claim, should it require attention.
- Determine coverage exposure and complete necessary follow ups in a timely and efficient manner.
- Perform additional duties within the department as needed.

### **Job Requirements**

- Previous call center experience handling inbound calls is preferred
- Excellent verbal and written communication skills
- Excellent listening skills
- Working knowledge of computers including accurate keyboarding skills
- Typing speed of 25 wpm or more
- Detail oriented
- Strong multi-tasking ability
- Bilingual in English and Spanish is a plus
- Minimum of a High School Diploma or GED

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## **New Jersey Manufacturers Insurance**

Job Title: Senior Human Resources Business Partner

Department: Human Resources Department

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Our Human Resources Department is seeking a strategic Senior Human Resources Business Partner (Sr. HRBP) join our team. The Sr. HRBP is an integral role in the Hammonton, NJ office and will partner with the Leadership Team to effectively align HR programs and initiatives with business goals.

### **Job Responsibilities**

- Provide coaching and support to business leaders on the full range of workforce planning activities including the development of the strategic business plan and goals, talent management, succession planning, staffing plans, recruitment strategies, performance management, and career development.
- Work closely with the management team and the HRBPs on HR initiatives. This role engages with Business Leaders within the assigned business unit and site location to understand the business initiatives and create and execute HR strategies in support of those initiatives.
- Gathers and analyzes data (turnover, retention, exit interviews) tracks and monitors trends to determine actions required to optimize results.
- Identifies, escalates and resolves employee relations issues of varying complexity. Assesses the root cause of the issues, provides guidance and recommends appropriate corrective action to resolve employee relations matters. Implements approved actions as required.
- Works collaboratively with HR Specialty areas such as Compensation, Talent Acquisition, Talent Development, etc.
- May take the lead role on special projects or assignments on behalf of the HR Business Partner team

### **Required Qualifications and Experience**

- BS/BA Degree in Human Resource Management or related degree
- PHR or SPHR certification preferred
- 7+ years exempt level Human Resources experience, with at least 5 years as an HR Business Partner, or HR Manager
- Demonstrated strategic thinking and capabilities
- Analytical skills to assess and interpret data for decision-making
- Solid experience with Talent Management components such as workforce planning, talent assessments, skill-gap analysis, succession planning, organizational design, talent development, etc.
- Demonstrated history of implementing successful change management outcomes
- Demonstrated ability to implement effective HR strategies and initiatives
- Experience collaborating with all members of an HR team to ensure that the department's overall goals are met
- Understanding of local, state and federal labor laws and regulations
- Ability to establish credibility and trust with employees at all levels of the organization through effective relationship building
- Ability to build and leverage effective relationships and influence decisions and behaviors through partnering with mid-level to senior members of the organization
- Clear, concise communicator with various level audiences, effective presentation skills
- Ability to appropriately prioritize work to achieve established timeframes for projects or initiatives
- Action-oriented, executes with discipline and sense of urgency
- Experience with effectively resolving conflict and solid problem-solving capabilities
- Proficiency in MS Office products and HR systems (PeopleSoft experience a plus)
- Ability to travel 1 to 2 times per week to the West Trenton office; occasional travel to the Parsippany office or other locations may be needed
- Bilingual in English/Spanish preferred

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## New Jersey Manufacturers Insurance Group

Job Title: Personal Lines Representative (Call Center Representative)

Department: Personal Lines

NJM Insurance Group is seeking a Personal Lines Representative to answer and respond to inbound telephone calls from prospective and current policyholders. Provide assistance and superior customer service while determining coverage and administering transactions. Formal in-house training is provided. Hours of this **West Trenton NJ** based position are as follows: **Tuesday through Friday, 9:45AM - 6:15PM. Saturdays 8:30AM - 4:30PM. One Monday per month is also required.**

### **Job Responsibilities:**

- Respond accurately and effectively to an equitable proportion of telephone inquiries from prospective and current policyholders.
- Complete necessary follow ups and workflow transactions in a timely and efficient manner.
- Provide quality assistance and customer service in a professional and timely manner.
- Navigate in a computerized environment to access appropriate information to service the policyholder.

### **Required Qualifications and Experience:**

- Excellent verbal and written communication skills.
- Working knowledge of computers including accurate keyboarding skills.
- Superior listening skills.
- Strong multi-tasking ability.
- Must be able to work **Tuesday through Friday 9:45AM - 6:15PM. Saturdays 8:30AM - 4:30PM, and one Monday per month.**
- Previous call center experience handling inbound calls is preferred.
- Bachelor's degree preferred.
- PL Producer's Authority preferred.
- **If not currently licensed, must pass the Producer's exam. Initial training will be provided prior to exam.**
- Bilingual (English/Spanish) skills are a plus

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## **New Jersey Manufacturers Insurance Group**

Job Title: Senior Claim Representative

Department: Workers' Compensation Claims

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### **Job Responsibilities**

Based at our office in Hammonton, NJ, the Workers' Compensation Claims Senior Claim Representative is responsible for preparing a complete and thorough investigation on assigned claims that ultimately leads to a compensability decision and a course of action to manage the claim. The incumbent will be responsible for contacting all parties involved in the claim, gathering and securing all necessary information to effectively evaluate the claim and outlining and recommending an action plan to manage the claim. The Senior Claim Representative is accountable for the claim results of all assigned claims.

The position will work with and communicate to NJM policyholders, injured workers, medical providers, the NJM Medical Utilization Department, the NJM Special Investigation Unit, WC Legal Staff, and other departments within NJM, as needed.

The Senior Claim Representative will prepare, attend, and conduct Claim Reviews in partnership with the Territory Supervisor.

The Senior Claim Representative will be assigned court lists; which will require pre-court prepping, negotiating possible settlements in court, and handling all post-court responsibilities. The Sr Claim Representative will mentor the CR 2 on the court process and assist with training new claim reps.

The Senior Claim Representative will cover for the Territory Supervisor, when the Territory Supervisor is out of the office or attending meetings.

To accomplish this, the Workers' Compensation Sr Claim Representative:

- Investigates and analyzes the loss event, the injury, and the relevant information to make a compensability determination and recommend a course of action.
- Initiates and provides excellent communication with all stakeholders during the course of the claim.
- Manages the claim, which includes the issuance of indemnity payments, monitoring the medical treatment, evaluating the appropriateness of making a voluntary offer of partial permanent disability, and all other events relevant to the claim
- Evaluates the claim for potential fraud and escalates the file to SIU, as appropriate.
- Coordinates with other NJM resources, including but not limited to: WC Medical Services Administration, WC Sales, WC Underwriting, WC SIU, and Legal to bring special skills to the claim as needed.
- Works with the policyholder and NJM Loss Control to assist and develop an Early Return to Work (ERTW) Program, and evaluate the ERTW opportunities to recommend a course of action to the policyholder/injured worker.



- Builds rapport with the policyholder, conduct on-site investigations, educate the policyholder on NJM procedures, policies, and claim practices to which they should adhere, and evaluate the policyholder's reporting practices.
- Prepares, attends and conducts Claim Reviews, in partnership with the Territory Supervisor.
- Preps court list and other pre-court activities, negotiates possible settlements in court, handles all post-court responsibilities and will be assigned court lists.
- Mentors and assists in the training of CR2, especially in the litigation process.
- Covers the Territory Supervisor's office when they are out of the office or attending meetings.
- Documents all actions taken throughout the course of the claim.
- Complies with, and conducts all activities within, state WC claims laws and fair practices, NJM's Code of Ethics, and NJM's Best Practices and Policies.

**Required Qualifications and Experience:**

- College degree preferred.
- 3-5 years work experience as a Workers' Comp Claim Representative, or comparable insurance knowledge and experience with various aspects of Workers' Comp claims handling and/or process preferred.
- Experience utilizing an automated claim processing system preferred.
- AIC designation preferred.
- Excellent communication skills.
- Professional telephone skills/etiquette.
- Strong interpersonal skills.
- Ability to work in a team and independently.
- Valid driver's license and vehicle required.
- Medical terminology knowledge required.
- Negotiation skills preferred.
- Good organizational skills, able to multi-task, detail oriented, and data entry skills.
- Good decision making capabilities.
- Experience with the Office 2000 Professional suite of tools (Word, Excel).
- Bilingual in English/Spanish preferred

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## **New Jersey Manufacturers Insurance Group**

**Job Title:** Senior IT Auditor

**Department:** Internal Audit Department

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Our Internal Audit Department is seeking a Senior IT Auditor to join our West Trenton, NJ office. The official NJM job title for this position is IT Senior Auditor I.

### **Job Responsibilities**

- Understand and document general computer controls and application inputs, processes and outputs via flow charts and narratives
- Identify controls involved in IT processes and computer systems, perform audit testing, document results, draw final conclusions, and assemble work papers
- Populate the ERM matrix based on controls identified and develop tests
- Document and prioritize issues via Potential Risk Issues Matrix/Draft Report
- Perform initial review of work performed by others
- Acknowledge and adhere to the IAD Charter and NJM corporate policies
- Demonstrate a sincere interest in being of service to the audit client by developing relationships with department supervisors, responding promptly to client requests and inquiries, and sharing knowledge of audit objectives
- Develop own capabilities by actively seeking feedback from senior/junior members and provide upward feedback
- Initiate job planning, develop realistic timelines, budgets, and prioritize work effectively on a timely basis
- Participate in scope and approach discussions with supervisor
- Manage and monitor time on projects and keep supervisor abreast of any unexpected situations that may impact timely delivery of projects

**Required Qualifications and Experience**

- Minimum 5 years overall audit experience with at least 3 years of IT audit experience
- Bachelor's degree required
- Must have a working knowledge of IIA and ISACA standards
- CISA or equivalent preferred
- Bilingual in English/Spanish preferred

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