

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 6852100

Underwriter 1, Grade 18	6852100
Underwriter 2, Grade 23	6852200
Underwriter 3, Grade 25	6852300
Underwriter 4, Grade 27	6852400
Assistant Director Insurance Fund Underwriting, M-4	6851700
Director Insurance Fund Underwriting, M-5	6851800

Brief Description of Class Series

Underwriters assess and define the insurance risk assumed by the New York State Insurance Fund (NYSIF) and perform technical services in underwriting workers' compensation and disability benefits claims cases including paid family leave. Incumbents determine rate differentials and discounts; process policy renewals and cancellations; and price workers' compensation and/or disability benefits coverage.

These positions are classified only at the New York State Insurance Fund.

Distinguishing Characteristics

Underwriter 1: full performance level; under the general direction of an Underwriter 2, services policies with large premiums and resolves underwriting issues that are potentially difficult, sensitive, or costly to NYSIF.

Underwriter 2: first supervisory level; under the general direction of an Underwriter 3, manages high premium risk problems; defines insurance coverage parameters and pricing risk for policies under investigation for potential fraud.

Underwriter 3: second supervisory level; under the general direction of an Underwriter 4, directs all aspects of quality assurance for a major underwriting group; reviews and authorizes quotes and prepares proposals on all highly difficult and large premium policies.

Underwriter 4: managerial level; under the general direction of an Assistant Director Insurance Fund Underwriting, supervises multiple Underwriters 3, oversees a major underwriting group with an assigned subdivision; makes decisions concerning the most difficult, sensitive, or large premium policies.

Assistant Director Insurance Fund Underwriting: under the general direction of the Director Insurance Fund Underwriting, supervises Underwriters 4; oversees a specific market segment of the Underwriting Department.

Director Insurance Fund Underwriting: one-position class; formulates policy, procedures, and guidelines for statewide underwriting activities.

Related Classes

Policyholder Services Representatives seek out new and maintain existing accounts for workers' compensation or disability benefits policies at all premium levels. They market new products and services to existing and potential customers; and review policyholders' workplace to determine safety hazards and recommend corrective action.

Claims Services Representatives process workers' compensation or disability benefits claims filed with NYSIF. Incumbents examine accident and medical reports to determine compensability and liability; analyze claims records and initiate proper processing procedures; examine medical bills and authorize payment; and negotiate an adjustment or recommend arbitration.

Illustrative Duties

Underwriter 1: analyzes and evaluates applications for workers' compensation insurance policies; services policies with large premiums and resolves underwriting issues that are potentially difficult, sensitive, or costly to NYSIF; determines if the policy is properly underwritten; analyzes previous loss and premium data, experience rating data, and claims material to price coverage; issues endorsements; defines, restricts, or qualifies the policy coverage; reviews audits and renewals; represents NYSIF at hearings before the Workers' Compensation Board and testifies in depositions and trials as an expert witness; and corresponds frequently with policyholders or their representatives, brokers, the New York Compensation Insurance Rating Board (NYCIRB), and other NYSIF departments concerning payrolls and premiums, coverage, classifications, experience rating, certificates of insurance, affidavits, endorsements, laws, rules, and procedures.

Underwriter 2: audits and reviews selected policies with respect to quality, accuracy, and compliance with laws, rules, and regulations; ensures that NYSIF's rate structure, policy forms, and safety management resources are employed to write all levels of risk; serves as an authority on all retrospective rating quotations; reviews and audits retrospective rating plan accountings; advises staff on policies where cancellation involves high premiums loss; manages high premium risk, and critical, potentially costly, or sensitive policyholder problems; resolves highly sensitive customer complaints; defines coverage parameters and pricing risk for policies under investigation for

potential fraud; analyzes and makes recommendations on proposed legislation and the impact on underwriting; and monitors the workflow and reviews work of Underwriters 1 for accuracy and timeliness.

Underwriter 3: makes recommendations to managers concerning highly difficult, sensitive, and large premium policies; reviews and authorizes quotes and prepares proposals on all highly complex and large premium policies; monitors the delivery of underwriting products, services, and productivity levels; advises staff on emerging issues, legislative action, and changing rules and regulations that impact underwriting; and assists in developing budget requests to meet operational needs.

Underwriter 4: manages the delivery of underwriting products, services, and productivity levels; represents NYSIF at meetings with policyholders and their representatives; makes decisions regarding the most difficult, sensitive, or large premium policies; meets with senior staff to discuss changes in policy, procedures, and business processes, and to formulate implementation plans, operating standards, and procedural requirements; provides guidance and makes final decisions on various operational issues; collaborates with other agency department managers to improve existing systems or suggest new systems; establishes and reviews metrics, benchmarks, and additional statistics to ensure compliance with goals; coordinates with other managers to ensure training programs are successful, appropriate, and consistent; and develops requests for additional staff based on business needs supported by metrics illustrating unit workload.

Assistant Director Insurance Fund Underwriting: directs the daily activities of the Underwriting Department; manages a specific market segment to ensure pricing, customer service, and financial targets are met; examines market trends and trends related to in-force policies, cancellations, price, and expenses, and propose any necessary counteraction; oversees training activities to ensure staff are familiar with current practices; ensures the consistent application of sound underwriting practices; establishes, communicates, and monitors rating and pricing strategy; works with Underwriting management and Actuarial staff to ensure successful implementation of rate plans, pricing strategies, and planned performance; oversees the distribution of work and establishes priorities; oversees the resolution of complex underwriting issues; develops post-audit/review plans for new business, renewals, loss-cost validation, pricing algorithm, and payroll verification; meets with Executive staff to propose and obtain direction on new Underwriting policies and procedures; represents the Director Insurance Fund Underwriting on the NYCIRB; implements NYCIRB's mandated rate changes or classification system changes and new or revised rules affecting the underwriting program; and assists in risk management activities to produce a favorable underwriting ratio, the measurement of profitability for an insurance carrier.

Director Insurance Fund Underwriting: formulates policy, procedures, and guidelines for statewide underwriting activities; analyzes new laws and changes in existing laws and regulations concerning workers' compensation and disability benefits; oversees internal control and quality control initiatives for the Underwriting Department;

oversees risk management activities to produce a favorable underwriting ratio; and serves on NYCIRB committees, and as an advisor to the Executive Director and Board of Commissioners on underwriting issues.

Minimum Qualifications

Underwriter 1

Open Competitive: bachelor's degree and completion of a two-year traineeship.

Underwriter 2

Promotion: one year of service as an Underwriter 1.

Underwriter 3

Promotion: one year of service as an Underwriter 2.

Underwriter 4

Promotion: one year of service as an Underwriter 3.

Assistant Director Insurance Fund Underwriting

Promotion: one year of service as an Underwriter 4.

Director Insurance Fund Underwriting

Promotion: one year of service as an Assistant Director Underwriting; or two years of service as an Underwriter 4.

Attachment

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

Date: 9/2024

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Parenthetic Attachment

Underwriter 1 (Disability Benefits): under the general direction of an Underwriter 2 (Disability Benefits), provides full underwriting services for disability benefits policies including paid family leave benefits insurance; evaluates insurance policy applications; approves or rejects the application; prepares and presents the initial quote for both statutory and enriched coverage; processes retention and cancellation of policies with accurately underwritten premiums for all policies under renewal; performs policy maintenance functions when the policyholder amends the policy; and interprets and communicates disability benefits law and paid family leave benefits law and underwriting rules, policies, and procedures to employers, insurance representatives, and policyholders. These positions handle the most complex policies requiring disability benefits and paid family leave underwriting. Complex policies include employers with more than 15 employees, ownership issues with policies covering multiple entities or assignment of interest when transferring ownership of a business, or policies requiring the application of coverage endorsement.

Underwriter 2 (Disability Benefits): first supervisory level; under the general direction of the Director NYSIF Disability Benefits Fund, assists in overseeing underwriting activities for disability benefits and paid family leave in the Disability Benefits program; provides guidance on complex cases and issues that include reviewing employers insurance history, researching outstanding premium balances, determining eligibility of coverage, cancellations, reinstatements and compliance; manages the production output by communicating workflow priorities to staff; establishes, documents, and disseminates policies and procedures to ensure the effective and efficient processing of all underwriting assignments; reviews the underwriting process to ensure that appropriate internal controls are in place to prohibit premium calculation errors, fraud, and inconsistent application of processing procedures; addresses and documents remedial actions on all internal control audit findings; and administers initial or ongoing training to staff.

Minimum Qualifications

Underwriter 1 (Disability Benefits)

Open Competitive: bachelor's degree and completion of a two-year traineeship.

Underwriter 2 (Disability Benefits)

Promotion: one year of service as an Underwriter 1 (Disability Benefits).