

Union Construction Workers' Compensation Program

NEW UCWCP STAFF OPPORTUNITY



Union Construction Workers' Compensation Program

Dear Members and Supporters,

We are excited to announce a new position that we are now taking applications of interest. Please review, and feel free to pass on to others that you think may be a good fit.

Position: Member Engagement and Training Coordinator

Reports to: Member Services Director, Sandy Stoddard

The UCWCP (www.ucwcp.com) is seeking an engaging and dynamic person to meet with our diverse members to ensure they understand and use program services effectively. The UCWCP is administered by Wilson-McShane Corporation, from the Bloomington MN office.

Position Overview

Essential duties and responsibilities for this position include the following areas:

- Employer Member Relations:
 - Meet with current employer members to resolve service concerns and train internal staff in the proper use of program services.
 - Present to union field employees the services of the program Safety Day trainings.
 - Meet with prospective employers interested in learning about our unique services and the benefits to their employees and their company of membership.
- Sponsor Relations:
 - Meet with insurance broker/agency staff (agents, claims consultants, account managers) to explain the benefits of the program and assist in identifying represented employers eligible for membership.
 - Meet with Work Comp insurance provider staff (underwriters, claims adjusters, loss prevention) to explain the benefits of the program's loss reduction tools and assist in identifying insured employers eligible for membership.
- Trade Union Relations: Meet with Trade Union Locals to resolve service concerns and train internal staff on the program's benefits to participating injured union members.

- Training & Education: Coordinate the development of written and audio modules using web-based technologies for use by our diverse participants. Plan the disbursement of training materials to all stakeholders.
- Health Care Provider Relations: Engage with doctors and clinics to resolve complaints and ensure adherence with our service expectations; research providers nominated for inclusion in our exclusive provider network; coordinate performance surveys of existing providers.
- Networking: Attend association meetings and special events (employer, union, insurance provider, insurance broker) to increase awareness and promote program participation.
- Dispute Intervention: On occasion, assist the Dispute Resolution coordinator in the preliminary stages of clarifying disputed issues.

Desired Skills & Experience

- Knowledge of Minnesota's worker's compensation system.
- Written communication: Ability to convey ideas that motivate and engage the reader.
- Verbal communication: Demonstrated ability to build rapport with prospective and existing members and sponsors, and resolve misunderstandings or mistakes without blaming others.
- Presentation skills: Confidence to present program benefits to a small group; or up to 25 people using digital technology (website, Power Point).
- Experience with in-person customer service, marketing or direct sales preferred.
- Bachelor's degree or equivalent work experience.
- Self-motivated, with an ability to work independently.
- Strong organizational habits: Plan the work, work the Plan.
- Proficiency using all aspects of Microsoft Office.

General Information

- Flexible work schedule and outstanding benefits package.
- Travel: minimal, MN cities only. A valid drivers' license and acceptable driving record required.
- Advancement opportunities with program development & management are available.
- Selection process will require multiple interviews, writing samples, mock presentations, work-style assessments and background checks.
- Interested candidates may send a resume to jobs@wilson-mcshane.com. PLEASE RESPOND BY JUNE 2ND, 2021.

Thank you for your help in filling this new exciting opportunity.



Kevin Gregerson, Program Administrator

MAKING WORK COMP WORK RIGHT

www.ucwcp.com