

**2012**

**Core Training Needs Assessment**

HCM Core Training Team

Citizens Property Insurance Corporation

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## Training Needs Assessment Overview

The purpose of this assessment is to identify the content of a job in terms of activities involved and attributes needed to perform the work and identify major job requirements. Task-oriented procedures focus on the actual activities involved in performing work. This document will take into consideration roles, functions, work duties, and responsibilities.

### Job/Role Functions

Job/Role Functions assist the Instructional Designer in documenting the key functions of a job or role that is being analyzed.

**Job or Role Identification.** The initial identification of roles or jobs should be accomplished by the following methods: Review of as-is process and to-be process documentation; review of out of the box user stories, review of modified user stories, review of development sprint work products, SME and Product Owner interviews, and others based on the needs of the individual work stream. The roles initially identified can be modified during the development sprints, so it is imperative to monitor the planned work of each team.

**Example Job or Role:** *Underwriter*

**Job or Role Function Identification:** A job function consists of a description of major duty areas (or groups of tasks) of the job or role, and is usually aligned with the objectives for the job. Keep in mind that while the Core Program is delivering a new system, training must encompass the entire job as it relates to performing the work in the future environment.

**Example job function:** *Reviews insurance applications to ensure compliance with underwriting rules, guidelines, and quality standards.*

Job functions are the essential activities that must be carried out to accomplish the job. This is a simplified analysis approach that is customized for the Core Project.

### Task Identification

The purpose of the Task Identification is to assist the Instructional Designer in documenting the tasks associated with each identified job/role function.

**Task Identification:** Each function has multiple tasks. Tasks are identified by further analysis of the work products reviewed in the identification of functions. Tasks are units of work that stand on their own. Each task has multiple steps.

Consider the following when analyzing tasks: Frequency of task, importance or priority, required tools or conditions, criteria for success, key performance measures, exception handling, etc. Tasks should be identified as either procedural or principle based.

**Procedural Task** - A procedural task is one in which the steps are clearly defined and must be carried out in one and only one way.

**Principle Based Task** - A principle-based task is one in which the user must apply knowledge and judgment while taking action based on broader principles. Principle-based tasks may have several different outcomes.

**Example Job Task:** *Complete assessment of pending insurance applications within 24 hours of receipt in work queue.*

## Training Needs Assessment – Task Breakdown

The purpose of the Task Breakdown is to assist the Designer in documenting the steps associated with each identified job/role task.

**Step Identification.** Tasks are identified by further analysis of the work products reviewed in the identification of functions, and by other means such as observation. Task steps are the lowest level of breakdown of tasks, and describe the discrete actions that must be completed.

Consider the following when analyzing tasks: Knowledge/tools required for each step, the type of knowledge/skills that are required for the step (i.e., facts, concepts, rules). **Facts** are information known to be true. **Concepts** are abstract ideas generalized from observations or outcomes. **Rules** guide conduct or action.

**Fact:** *We receive fewer applications on Mondays.* **Concept:** *A customer service culture is important.*

**Rule:** *If an application is missing the policyholder signature it is rejected back to the agent.*

**Example Task Step:** *Sort the work queue by clicking on “Oldest First.”*

### Task Terminal Objective

The task terminal objective describes the key observable outcome of completing the task.

**Example terminal objective:** *Given access to the Core system, on a daily basis the user will be able to clear her work queue of all applications approaching 24 hours aging 95% of the time.*

### Task Enabling/Supporting Objectives

The task enabling objectives describe the key observable outcome of completing each step.

**Example enabling objective:** *Given access to the Core system, the user will be able to successfully log on to the system 9 out of 10 tries.*

## Needs Assessment – Business Process Analysis

The purpose of the Business Process Analysis is to assist the Designer in documenting the steps associated with business processes that involve the job/role identified for analysis. Business processes are identified and documented by the OCM team, so the Designer should not have to conduct a full process analysis. Keep in mind that business processes typically involve multiple roles. Business processes are usually described at a higher level than the job/role breakdowns. The Business Process Analysis should be completed before the Job/Role analysis.

**Step Identification.** Process steps are the lowest level of breakdown of the process. These typically equate to the steps in a task, although they may be higher level if they represent an external or sub-process that is not required to be analyzed for the current project. Process steps can represent business or system tasks and rules that affect or trigger tasks for the job or role that is being analyzed.

**Example process step:** *Automatically place the policy in renewal status.*

**Example rule:** *Policies will enter the renewal queue 120 days prior to renewal date, if the policyholder has not requested cancellation.*

### Process Terminal Objective

The process terminal objective describes the key observable outcome of completing the process.

**Example terminal objective:** *Upon receipt of new applications, the Underwriting group will process all work items within 24 hours of receipt, with no more than 5 exceptions per 100 applications.*

### ***Process Enabling/Supporting Objectives***

The process enabling objectives describe the key observable outcome of completing each step.

**Example enabling objective:** *Given newly received insurance applications, the underwriter supervisor will use the system to load-balance the daily assignments.*

## **Training Needs Assessment Simple Taxonomy**

This document follows a simple taxonomy (numbering system) that identifies each role as it relates to the functions and each function as it relates to the tasks and the tasks to the steps. The taxonomy helps to identify each element of this assessment document.

The numbering begins with the Center name and the number of the role.

The number is incremented by .01 for each new defined role, function and task within each function.

### Example

BC = Billing Center

BC.01 represents the first role. The first function for this role would be BC.01.01

The first task for this function would be BC C.01.01.01. The second task for this function would be BC.01.01.02.

BC.02 would be the second role. The first function for this role would be BC.02.01

The first task for this function would be BC.02.01.01. The second task for this function would be BC.02.01.02.



## Overview of Billing Center Roles and Functions

| Role # | Job/Role or Title            | Description  |
|--------|------------------------------|--|
| BC-01  | <b>Accounting Super User</b> | This accounting role serves in the Billing Center to perform Admin functions for all Non-IT Systems supporting the Controller and other accounting managers.   |
| BC-02  | <b>Controller</b>            | This accounting role serves in Billing Center for general oversight of General Ledger and Operations to include; approving Super User permissions, managing staff, provide accounting guidance, determining work procedures, assigning duties, review monthly financial statements, and reconcile detail schedules and statements for actuarial exhibits and projections.  |
| BC-03  | <b>Accounting BA</b>         | The role of these accounting personnel serves in the Billing Center to analyze and troubleshoot operations, maintains role permissions, organize information, Analyze data, confer with personnel, develop and implement records management, review forms and reports, train/mentor workers, and document findings of study and prepare recommendations.   |
| BC-04  | <b>Accounting Manager</b>    | This accounting role serves in the Billing Center to oversee and manage operations, and approve Supervisor actions. These include; Reconcile systems information, responsible for preparation of CAT, Perform analytical evaluations, work with Controller for method of for auditing, and perform financial statement account analysis.   |
| BC-05  | <b>Accounting Supervisor</b> | This accounting role serves in the Billing Center functioning in many organization capacities including General Ledger, Operations, and the Controller Office. These activities include; Reviewing, assigning, approving, and process 1st level escalation of activities of Accountants, Assistant Accountants, and Remittance Processors. These activities include; delegate duties, establish, review, enhance and maintain audit control, security and reconciliation procedures. Review training and cross training, establish and maintain current workflows, hire and evaluate staff, establish departmental rules and policies, evaluate software and hardware capabilities, ensure testing to validate changes, prepare and deliver presentations. |
| BC-06  | <b>Accountant</b>            | The role of these accounting personnel serves in the Billing Center functioning in many organization capacities from General Ledger, Operations, and Controller Office. These activities include; Performing internal reviews, reconciling accounts, and creating reports and schedules. These personnel create and record journal entries. They assist with budgets and statements, and are involved with accounting policies and procedures for cash entries, policy administration, and perform research analysis.  |

|       |  |  |
|-------|--|--|
|       |  |  |
| BC-07 | <b>Assistant Accountant<br/>- Receipts</b>                                   | The role of these accounting personnel in the Billing Center is to process receipts, post daily deposits, and to research misapplied payments, deposited research, research transfer requests, enters transfers into the policy processing system and process pay plan requests for PLA (personal lines), CLA (commercial lines), or Wind (also called Coastal) payments. Generate various reports for management. |
| BC-08 | <b>Assistant Accountant<br/>- Disbursement</b>                               | The role of these accounting personnel in the Billing Center is to process disbursements and to process disbursements related to EPAS, research pending return premium checks, generate and print return premium and commission checks, enter transfers of funds from one policy to another and maintain records of all transactions. Research stop-payments. Process monthly agent commission checks.             |
| BC-09 | <b>Assistant Accountant<br/>- Invoices</b>                                   | The role of these accounting personnel in the Billing Center is to process disbursements and to process invoice transactions.  |
| BC-10 | <b>Remittance<br/>Processing<br/>Specialist/Team<br/>lead/Supervisor/Mgr</b> | The role of these individuals in the Billing Center is to conduct remittance processing and to receive, prepare and apply payments received for PLA, CLA and Wind.   |
| BC-11 | <b>Auditor</b>   | This accounting role in the Billing Center is to Search/Review accounts. This is an <u>external</u> role, having only read-only permissions.   |
| BC-12 | <b>Treasury Analyst/ or<br/>Specialist</b>                                   | The role of these accounting personnel in the Billing Center belongs to the Finance department. Their activities include search and review Finance accounts. This is an <u>external</u> role, having only read-only permissions.   |
| BC-13 | <b>IT Admin</b>  | This accounting support role in the Billing Center is to maintain systems configuration and perform Admin functions for all IT Systems including adding, modifying, and assigning Users roles and permissions.   |
| BC-14 | <b>Security Admin</b>  | This accounting support role in the Billing Center is to maintain systems configuration and perform <u>Security Admin</u> functions for all IT Systems including adding, modifying, and assigning Users roles and permissions.   |
| BC-15 | <b>Agency Admin</b>  | This accounting support role in the Billing Center is to maintain systems configuration and perform Admin functions for all IT Systems including adding, modifying, and assigning Users roles and  |

|  |  |  |
|--|--|--|
|  |  | permissions. This is an <u>external</u> agency Admin role. |
|--|--|--|

## Accounting Super User (SU)

| Job/Role or Title           | Description  |
|-----------------------------|--|
| <b>Accounting Super Use</b> | This accounting role serves in the Billing Center to perform Admin functions for all Non-IT Systems supporting the Controller and other accounting managers. |

## Key Functions

| Function # | Function                        | Description   |
|------------|---------------------------------|---|
| BC.01.01   | <b>Admin</b>                    | <p>The Accounting Super User role has an extensive amount of admin responsibilities that include; defining and maintaining authority limits, user preferences, permissions and roles, security zones, BC group structure and extensions. The admin function will also maintain payment and billing plans, commission and delinquency plans, producer policy contacts, transfer policies and summary.</p> <p>Maintenance is done with invoice scheduling and streams, account activity and contacts maintained, policy payment schedules, assigned activities, and escalation of activities Maintained. Additionally, this function will setup and maintain and load sample data tools, History events, evaluation calculations, process charge patterns and summary, and edit BC center holidays.</p> |
| BC.01.02   | <b>Controller</b>               | The Accounting Super User role has controller operations for closing commercial accounts, perform commission adjustments, process write offs, and write off recovery.   |
| BC.01.03   | <b>Premium Disbursements</b>    | The Accounting Super User role has responsibilities to create, review, edit, delete, approve, reissue, reverse, Premium disbursements. Additionally, also to perform Stops and Voids, and Issue manual disbursements.   |
| BC.01.04   | <b>Payment Remittance</b>       | The Accounting Super User role has responsibilities for Lockbox operations to upload batch file for review, and upload batch file for edits.  |
| BC.01.05   | <b>Commission Disbursements</b> | The Accounting Super User role has responsibilities for creating, view, edit, and holding Commission disbursements. Also apply and return commission payments, perform Stops / Voids on commissions and reversals. Additionally, Create bonus commission, and commission advances, reissue and reverse commissions,   |

|          |                                  |  |
|----------|----------------------------------|--|
|          |                                  | view, resend commission statements, and printing. commission checks.   |
| BC.01.06 | <b>Payments</b>                  | The Accounting Super User role has responsibilities for processing premium manual deposits, premium adjustments, payment reversals, recapturing funds, and applying suspense payments.   |
| BC.01.07 | <b>Adjustments</b>               | The Accounting Super User role has responsibilities for transferring or moving all or partial funds, a policy to a new account, including perform write offs and write offs reversals  |
| BC.01.08 | <b>Communication</b>             | The Accounting Super User role has responsibilities for adding notes at policy level or at account level, generally maintaining notes Create emails in Billing Center.   |
| BC.01.09 | <b>Activities</b>                | The Accounting Super User role has responsibilities for create and work assigned activities, and also process assigned activities transactions for approval.   |
| BC.01.10 | <b>Trouble Tickets</b>           | The Accounting Super User role has responsibilities for Assigning trouble tickets.   |
| BC.01.11 | <b>Invoice Handling</b>          | The Accounting Super User role has responsibilities for modifying or resend invoices. Also process charges (add, edit, reverse, move), and credits (add, edit, reverse).   |
| BC.01.12 | <b>Backup Withholding</b>        | The Accounting Super User role has responsibilities for Backup Withholding.  |
|          | <b>Escheatment</b>               | The Accounting Super User role has responsibilities for Escheatment premiums and commissions   |
| BC.01.13 | <b>Agencies/Agents</b>           | The Accounting Super User role has responsibilities for Creating new agency and agent  |
| BC.01.14 | <b>Account Level Maintenance</b> | The Accounting Super User role has responsibilities for processing payment remittance, create list and account for mortgage companies. Additionally, maintain account level contacts. Also Attach, maintain, and Upload documents, create documents from template, and assign transactions for approval. |
| BC.01.15 | <b>Policy Level Maintenance</b>  | The Accounting Super User role has responsibilities for executing manual delinquencies, change payment plans, adding or editing policy level contacts. Also maintain documents by attaching or uploading documents or create   |

|          |                                   |   |
|----------|-----------------------------------|---|
|          |                                   | documents from template.  |
| BC.01.16 | <b>Tax Identification Changes</b> | The Accounting Super User role has responsibilities for the Mid-year TIN change.  |
| BC.01.17 | <b>Reports</b>                    | The Accounting Super User role has responsibilities for executing Billing Center reports, and ensures all roles can access these reports. |

## Key Tasks

| Task #       | Task                                      | Description   | Task Type  |
|--------------|---|---|--|
| BC.01.01.01  | <b>CAT Management</b>                     | CAT Management requirements are <u>managed</u> by searching, approving, editing, modifying, updating, viewed. | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.01.01.02  | <b>Trouble Ticket, Hold batch process</b> | Process incident and troubleshooting tickets. Placing holds on batch loading                                  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.01.01.03  | <b>Charge Invoice Items</b>               | Charge Invoices are <u>maintained</u> by searching, testing, adding, moved, updating, editing, and viewed.    | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.01.01.04  | <b>Payment Processing</b>                 | Payment Processing is <u>maintained</u> by searching, testing, adding, updating, editing, and viewed.         | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC. 01.01.05 | <b>Payment Schedule</b>                   | Payment Schedules are <u>maintained</u> by searching, testing, adding, updating, editing, and viewed          | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC. 01.01.06 | <b>Installment Schedule</b>               | Installment Schedules are <u>maintained</u> by searching, testing, adding, updating, editing, and viewed.     | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC. 01.01.07 | <b>Invoice Schedule</b>                   | Invoice Schedules are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed.       | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC. 01.01.08 | <b>Stops &amp; Voids</b>                  | Stops & Voids are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed.           | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC. 01.01.09 | <b>Refunds</b>                            | Refunds are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed.                 | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |

|              |                                   |  |  |
|--------------|-----------------------------------|--|--|
|              |                                   |  |  |
| BC. 01.01.10 | <b>Transfers</b>                  | Transfers are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed.      | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC. 01.01.11 | <b>Commissions</b>                | Commissions are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed.    | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC. 01.01.12 | <b>Disbursements</b>              | Disbursements are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed.  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC. 01.01.13 | <b>Maintains Role Permissions</b> | The BA <u>determines and defines</u> User permissions for the Accounting Super User to administrate. | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |

### Task Steps

| Step # | Action | Knowledge/Tools | Knowledge Type   |
|--------|--------|-----------------|--|
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |

### Task Terminal Objective

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

### Task Enabling/Supporting Objectives

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

## Controller Super User (SU)

| Job/Role or Title      | Description   |
|------------------------|---|
| <b>Controller (SU)</b> | This accounting role serves in Billing Center for general oversight of General Ledger and Operations to include; approving Super User permissions, managing staff, provide accounting guidance, determining work procedures, assigning duties, review monthly financial statements, and reconcile detail schedules and statements for actuarial exhibits and projections. |

## Key Functions

| Function # | Function                        | Description  |
|------------|---------------------------------|--|
| BC.02.01   | <b>Admin</b>                    | <p>The Controller Super User role has an extensive amount of admin responsibilities that include; defining and maintaining authority limits, user preferences, permissions and roles, security zones, BC group structure and extensions. The admin function will also maintain payment and billing plans, commission and delinquency plans, producer policy contacts, transfer policies and summary.</p> <p>Maintenance is done with invoice scheduling and streams are, account activity and contacts, process policy payment schedules, assigned activities maintained, and escalation of activities. Additionally, this function will Setup and maintain loading sample data tools, History events, evaluation calculations, charge patterns and summary, and BC center holidays.</p> |
| BC. 02.02  | <b>Controller</b>               | The Controller Super User role has controller operations for closing commercial accounts, perform commission adjustments, process write offs, and write off recovery.  |
| BC. 02.03  | <b>Premium Disbursements</b>    | The Controller Super User role has responsibilities to create, review, edit, delete, approve, reissue, reverse, Premium disbursements. Additionally, also to perform Stops and Voids, and Issue manual disbursements.  |
| BC. 02.04  | <b>Payment Remittance</b>       | The Controller Super User role has responsibilities for Lockbox operations to upload batch file for review, and upload batch file for edits.   |
| BC. 02.05  | <b>Commission Disbursements</b> | The Controller Super User role has responsibilities for creating, view, edit, and holding Commission disbursements. Also apply and return commission payments, perform Stops / Voids on commissions and reversals. Additionally, Create bonus commission, and commission advances, reissue and   |

|           |                                   |  |
|-----------|-----------------------------------|--|
|           |                                   | reverse commissions, view, resend commission statements, and printing commission checks.   |
| BC. 02.06 | <b>Payments</b>                   | The Controller Super User role has responsibilities for processing premium manual deposits, premium adjustments, payment reversals, recapturing funds, and applying suspense payments.   |
| BC. 02.07 | <b>Adjustments</b>                | The Controller Super User role has responsibilities for transferring or moving all or partial funds, a policy to a new account, including perform write offs and write offs reversals  |
| BC. 02.08 | <b>Communication</b>              | The Controller Super User role has responsibilities for adding notes at policy level or at account level, generally maintaining notes Create emails in Billing Center.   |
| BC. 02.09 | <b>Activities</b>                 | The Controller Super User role has responsibilities for create and work assigned activities, and also process assigned activities transactions for approval.   |
| BC. 02.10 | <b>Trouble Tickets</b>            | The Controller Super User role has responsibilities for processing trouble tickets, and Assigning trouble tickets.   |
| BC. 02.11 | <b>Invoice Handling</b>           | The Controller Super User role has responsibilities for modifying or resend invoices. Also process charges (add, edit, reverse, move), and credits (add, edit, reverse).   |
| BC. 02.12 | <b>Backup Withholding</b>         | The Controller Super User role has responsibilities for Backup Withholding.  |
| BC. 02.13 | <b>Agencies/Agents</b>            | The Controller Super User role has responsibilities for Creating new agency and agent  |
| BC. 02.14 | <b>Account Level Maintenance</b>  | The Controller Super User role has responsibilities for processing payment remittance, create list and account for mortgage companies. Additionally, maintain account level contacts. Also Attach, maintain, and Upload documents, create documents from template, and assign transactions for approval. |
| BC. 02.15 | <b>Policy Level Maintenance</b>   | The Controller Super User role has responsibilities for executing manual delinquencies, change payment plans, adding or editing policy level contacts. Also maintain documents by attaching or uploading documents or create documents from template.  |
| BC. 02.16 | <b>Tax Identification Changes</b> | The Controller Super User role has responsibilities for the Mid-year TIN change.   |
| BC. 02.17 | <b>Reports</b>                    | The Controller Super User role has responsibilities for executing Billing Center reports, and ensures all roles can  |



|  |  |                       |
|--|--|-----------------------|
|  |  | access these reports. |
|--|--|-----------------------|

## Key Tasks

| Task #      | Task                                      | Description  | Task Type  |
|-------------|---|--|--|
| BC.03.03.0  | <b>CAT Management</b>                     | CAT Management requirements are <u>managed</u> by searching, approving, editing, modifying, updating, viewed | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.02 | <b>Trouble Ticket, Hold batch process</b> | Process incident and troubleshooting tickets. Placing holds on batch loading.                                | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.03 | <b>Charge Invoice Items</b>               | Charge Invoice Items are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed.   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.04 | <b>Payment Processing</b>                 | Payment Processing are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed.     | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.05 | <b>Payment Schedule</b>                   | Payment Schedules are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed       | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.06 | <b>Installment Schedule</b>               | Installment Schedules are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed.  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.07 | <b>Invoice Schedule</b>                   | Invoice Schedules are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed.      | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.08 | <b>Stops &amp; Voids</b>                  | Stops & Voids are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed.          | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.09 | <b>Refunds</b>                            | Refunds are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed.                | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.10 | <b>Transfers</b>                          | Transfers are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed.              | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | <b>Commissions</b>                        | Commissions are <u>managed</u> by searching, approving, editing, modifying, updating,                        | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |

|             |                      |   |  |
|-------------|----------------------|---|--|
|             |                      | and viewed.   |  |
| BC.03.03.12 | <b>Disbursements</b> | Disbursements are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed. | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |

Task Steps

| Step # | Action | Knowledge/Tools | Knowledge Type   |
|--------|--------|-----------------|--|
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |

**Task Terminal Objective**

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

**Task Enabling/Supporting Objectives**

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

## Accountant Business Analyst (BA)

| Job/Role or Title    | Description   |
|----------------------|---|
| <b>Accountant BA</b> | The role of these accounting personnel serves in the Billing Center to analyze and troubleshoots operations, maintains role permissions, organize information, Analyze data, confer with personnel, develop and implement records management, review forms and reports, train/mentor workers, and document findings of study and prepare recommendations. |

## Key Functions

| Function # | Function                        | Description  |
|------------|---------------------------------|--|
| BC.02.01   | <b>Admin</b>                    | <p>The Account Business Analyst role has an extensive amount of admin responsibilities that include; defining and maintaining authority limits, user preferences, permissions and roles, security zones, BC group structure and extensions. The admin function will also maintain payment and billing plans, commission and delinquency plans, producer policy contacts, transfer policies and summary.</p> <p>Maintenance is done with invoice scheduling, streams are maintained, account activity and contacts policy payment schedules, assigned activities, and escalation of activities. Additionally, this function will Setup and maintain, loading sample data tools, History events, evaluation calculations, charge patterns and summary, and BC center holidays.</p> |
| BC. 02.02  | <b>Controller</b>               | The Account Business Analyst role has controller operations for closing commercial accounts, perform commission adjustments, process write offs, and write off recovery.   |
| BC. 02.03  | <b>Premium Disbursements</b>    | The Account Business Analyst role has responsibilities to create, review, edit, delete, approve, reissue, reverse, Premium disbursements. Additionally, also to perform Stops and Voids, and Issue manual disbursements.   |
| BC. 02.04  | <b>Payment Remittance</b>       | The Account Business Analyst role has responsibilities for Lockbox operations to upload batch file for review, and upload batch file for edits.  |
| BC. 02.05  | <b>Commission Disbursements</b> | The Account Business Analyst role has responsibilities for creating, view, edit, and holding Commission disbursements. Also apply and return commission payments, perform Stops / Voids on commissions and reversals. Additionally, Create bonus commission, and commission advances, reissue and reverse commissions,   |

|           |                                   |   |
|-----------|-----------------------------------|---|
|           |                                   | view, resend commission statements, and printing commission checks.   |
| BC. 02.06 | <b>Payments</b>                   | The Account Business Analyst role has responsibilities for processing premium manual deposits, premium adjustments, payment reversals, recapturing funds, and applying suspense payments.   |
| BC. 02.07 | <b>Adjustments</b>                | The Account Business Analyst role has responsibilities for transferring or moving all or partial funds, a policy to a new account, including perform write offs and write offs reversals  |
| BC. 02.08 | <b>Communication</b>              | The Account Business Analyst role has responsibilities for adding notes at policy level or at account level, generally maintaining notes Create emails in Billing Center.   |
| BC. 02.09 | <b>Activities</b>                 | The Account Business Analyst role has responsibilities for create and work assigned activities, and also process assigned activities transactions for approval.   |
| BC. 02.10 | <b>Trouble Tickets</b>            | The Account Business Analyst role has responsibilities for processing trouble tickets, and Assigning trouble tickets.   |
| BC. 02.11 | <b>Invoice Handling</b>           | The Account Business Analyst role has responsibilities for modifying or resend invoices. Also process charges (add, edit, reverse, move), and credits (add, edit, reverse).   |
| BC. 02.12 | <b>Backup Withholding</b>         | The Account Business Analyst role has responsibilities for Backup Withholding.  |
| BC. 02.13 | <b>Agencies/Agents</b>            | The Account Business Analyst role has responsibilities for Creating new agency and agent  |
| BC. 02.14 | <b>Account Level Maintenance</b>  | The Account Business Analyst role has responsibilities for processing payment remittance, create list and account for mortgage companies. Additionally, maintain account level contacts. Also Attach, maintain, and Upload documents, create documents from template, and assign transactions for approval. |
| BC. 02.15 | <b>Policy Level Maintenance</b>   | The Account Business Analyst role has responsibilities for executing manual delinquencies, change payment plans, adding or editing policy level contacts. Also maintain documents by attaching or uploading documents or create documents from template.  |
| BC. 02.16 | <b>Tax Identification Changes</b> | The Account Business Analyst role has responsibilities for the Mid-year TIN change.   |
| BC. 02.17 | <b>Reports</b>                    | The Account Business Analyst role has responsibilities for  |

|  |  |   |
|--|--|---|
|  |  | executing Billing Center reports, and ensures all roles can access these reports. |
|--|--|---|

## Key Tasks

| Task #      | Task                              | Description  | Task Type  |
|-------------|-----------------------------------|--|--|
| BC.03.03.0  | <b>Billing Plans</b>              | Billing Plans are <u>loaded</u> , defined, and migrated. Billing Plans are <u>maintained</u> by searching, testing, adding, updating, editing, and viewed.           | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.02 | <b>Payment Plans</b>              | Payment Plans are <u>loaded</u> , defined, and migrated. Payment Plans are <u>maintained</u> by searching, testing, adding, expiring, updating, editing, and viewed. | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.03 | <b>Charge Patterns</b>            | Charge Patterns are <u>loaded</u> , defined, and migrated. Charge Patterns are <u>maintained</u> by searching, testing, adding, updating, editing, and viewed.       | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.04 | <b>Charge Invoices</b>            | Charge Invoices are <u>maintained</u> by searching, testing, adding, moved, updating, editing, and viewed.   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.05 | <b>Payment Schedule</b>           | Payment Schedules are <u>maintained</u> by searching, testing, adding, updating, editing, and viewed   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.06 | <b>Installment Schedule</b>       | Installment Schedules are <u>maintained</u> by searching, testing, adding, updating, editing, and viewed.  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.07 | <b>Payment Processing</b>         | Payment Processing is <u>maintained</u> by searching, testing, adding, updating, editing, and viewed.  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.08 | <b>CAT Management</b>             | CAT Management requirements are <u>analyzed</u> by searching, editing, testing, viewed and by placing holds.   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.09 | <b>Maintains Role Permissions</b> | The BA <u>determines and defines</u> User permissions for the Accounting Super User to administrate.   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |

### Task Steps

| Step # | Action | Knowledge/Tools | Knowledge Type   |
|--------|--------|-----------------|--|
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |

### Task Terminal Objective

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

### Task Enabling/Supporting Objectives

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

## Accounting Manager

| Job/Role or Title         | Description  |
|---------------------------|--|
| <b>Accounting Manager</b> | This accounting role serves in the Billing Center to oversee and manage operations, and approve Supervisor actions. These include; Reconcile systems information, responsible for preparation of CAT, Perform analytical evaluations, work with Controller for method of for auditing, and perform financial statement account analysis. |

## Key Functions

| Function # | Function                        | Description   |
|------------|---------------------------------|---|
| BC.01.01   | <b>Admin</b>                    | <p>The Accounting Manager role has an extensive amount of admin responsibilities that include; defining and maintaining authority limits, user preferences, permissions and roles, security zones, and BC group structure. The admin function will also maintain payment and billing plans, commission and delinquency plans, producer policy contacts, transfer policies and summary.</p> <p>Maintenance is done with invoice scheduling, streams are maintained, account activity and contacts policy payment schedules, assigned activities, and escalation of activities. Additionally, this function will Setup and maintain, loading sample data tools, History events, evaluation calculations, charge patterns and summary, and BC center holidays.</p> |
| BC.01.02   | <b>Controller</b>               | The Accounting Manager role has controller operations for closing commercial accounts, perform commission adjustments, process write offs, and write off recovery.  |
| BC.01.03   | <b>Premium Disbursements</b>    | The Accounting Manager role has responsibilities to create, review, edit, delete, approve, reissue, reverse, Premium disbursements. Additionally, also to perform Stops and Voids, Issue manual disbursements, and Printing premium checks.   |
| BC.01.04   | <b>Payment Remittance</b>       | The Accounting Manager role has responsibilities for Lockbox operations to upload batch file for review, and upload batch file for edits.   |
| BC.01.05   | <b>Commission Disbursements</b> | The Accounting Manager role has responsibilities for creating, view, edit, and holding Commission disbursements. Also apply and return commission payments, perform Stops / Voids on commissions and reversals. Additionally, Create bonus commission, and commission advances, reissue and reverse commissions,  |

|          |                                  |   |
|----------|----------------------------------|---|
|          |                                  | view, resend commission statements, and printing commission checks.   |
| BC.01.06 | <b>Payments</b>                  | The Accounting Manager role has responsibilities for processing premium manual deposits, premium adjustments, payment reversals, recapturing funds, and applying suspense payments.   |
| BC.01.07 | <b>Adjustments</b>               | The Accounting Manager role has responsibilities for transferring or moving all or partial funds, a policy to a new account, including perform write offs and write offs reversals  |
| BC.01.08 | <b>Communication</b>             | The Accounting Manager role has responsibilities for adding notes at policy level or at account level, generally maintaining notes Create emails in Billing Center.   |
| BC.01.09 | <b>Activities</b>                | The Accounting Manager role has responsibilities for create and work assigned activities, and also process assigned activities transactions for approval.   |
| BC.01.10 | <b>Trouble Tickets</b>           | The Accounting Manager role has responsibilities for processing trouble tickets, and Assigning trouble tickets.   |
| BC.01.11 | <b>Invoice Handling</b>          | The Accounting Manager role has responsibilities for modifying or resend invoices. Also process credits (add, edit, and reverse).   |
| BC.01.12 | <b>Backup Withholding</b>        | The Accounting Manager role has responsibilities for Backup Withholding.  |
|          | <b>Escheatment</b>               | The Accounting Manager role has responsibilities for Escheatment premiums and commissions   |
| BC.01.13 | <b>Agencies/Agents</b>           | The Accounting Manager role has responsibilities for Creating new agency and agent  |
| BC.01.14 | <b>Account Level Maintenance</b> | The Accounting Manager role has responsibilities for processing payment remittance, create list and account for mortgage companies. Additionally, maintain account level contacts. Also Attach, maintain, and Upload documents, create documents from template, and assign transactions for approval. |
| BC.01.15 | <b>Policy Level Maintenance</b>  | The Accounting Manager role has responsibilities for executing manual delinquencies, change payment plans, adding or editing policy level contacts. Also maintain documents by attaching or uploading documents or create   |



|          |                                   |  |
|----------|-----------------------------------|--|
|          |                                   | documents from template.   |
| BC.01.16 | <b>Tax Identification Changes</b> | The Accounting Manager role has responsibilities for the Mid-year TIN change.  |
| BC.01.17 | <b>Reports</b>                    | The Accounting Manager role has responsibilities for executing Billing Center reports, and ensures all roles can access these reports. |

## Key Tasks

| Task #      | Task                                      | Description  | Task Type  |
|-------------|---|--|--|
| BC.03.03.0  | <b>CAT Management</b>                     | CAT Management requirements are <u>managed</u> by searching, approving, editing, modifying, updating, viewed | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.02 | <b>Trouble Ticket, Hold batch process</b> | Process incident and troubleshooting tickets. Placing holds on batch loading.                                | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.03 | <b>Charge Invoice Items</b>               | Charge Invoice Items are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed.   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.04 | <b>Payment Processing</b>                 | Payment Processing are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed.     | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.05 | <b>Payment Schedule</b>                   | Payment Schedules are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed       | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.06 | <b>Installment Schedule</b>               | Installment Schedules are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed.  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.07 | <b>Invoice Schedule</b>                   | Invoice Schedules are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed.      | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.08 | <b>Stops &amp; Voids</b>                  | Stops & Voids are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed.          | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.09 | <b>Refunds</b>                            | Refunds are <u>managed</u> by searching, approving, editing, modifying, updating,                            | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |

|             |                      |   |  |
|-------------|----------------------|---|--|
|             |                      | and viewed.   |  |
| BC.03.03.10 | <b>Transfers</b>     | Transfers are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed.     | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | <b>Commissions</b>   | Commissions are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed.   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.12 | <b>Disbursements</b> | Disbursements are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed. | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |

### Task Steps

| Step # | Action | Knowledge/Tools | Knowledge Type   |
|--------|--------|-----------------|--|
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |

### Task Terminal Objective

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

### Task Enabling/Supporting Objectives

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

## Accounting Supervisor

| Job/Role or Title            | Description  |
|------------------------------|--|
| <b>Accounting Supervisor</b> | This accounting role serves in the Billing Center functioning in many organization capacities including General Ledger, Operations, and the Controller Office. These activities include; Reviewing, assigning, approving, and process 1st level escalation of activities of Accountants, Assistant Accountants, and Remittance Processors. These activities include; delegate duties, establish, review, enhance and maintain audit control, security and reconciliation procedures. Review training and cross training, establish and maintain current workflows, hire and evaluate staff, establish departmental rules and policies, evaluate software and hardware capabilities, ensure testing to validate changes, prepare and deliver presentations. |

## Key Functions

| Function # | Function                        | Description  |
|------------|---------------------------------|--|
| BC.01.01   | <b>Admin</b>                    | The Accounting Supervisor role has admin responsibilities that include Account contacts, and Policy payment schedules.   |
| BC.01.03   | <b>Premium Disbursements</b>    | The Accounting Supervisor role has responsibilities to create, review, edit, delete, approve, reissue, reverse, Premium disbursements. Additionally, also to perform Stops and Voids, Issue manual disbursements, and printing premium checks.   |
| BC.01.05   | <b>Commission Disbursements</b> | The Accounting Supervisor role has responsibilities for creating, view, edit, Commission disbursements. Also apply and return commission payments, perform Stops / Voids on commissions and reversals. Additionally, commission advances, reissue and reverse commissions, view, resend commission statements, and printing commission checks. |
| BC.01.06   | <b>Payments</b>                 | The Accounting Supervisor role has responsibilities for processing premium manual deposits, premium adjustments, payment reversals, recapturing funds, and applying suspense payments.   |
| BC.01.07   | <b>Adjustments</b>              | The Accounting Supervisor role has responsibilities for transferring or moving all or partial funds, a policy to a new account, including perform write offs and write offs reversals  |
| BC.01.08   | <b>Communication</b>            | The Accounting Supervisor role has responsibilities for  |

|          |                                   |  |
|----------|-----------------------------------|--|
|          |                                   | adding notes at policy level or at account level, generally maintaining notes Create emails in Billing Center.   |
| BC.01.09 | <b>Activities</b>                 | The Accounting Supervisor role has responsibilities for create and work assigned activities, and also process assigned activities transactions for approval.   |
| BC.01.10 | <b>Trouble Tickets</b>            | The Accounting Supervisor role has responsibilities for Assigning trouble tickets.   |
| BC.01.11 | <b>Invoice Handling</b>           | The Accounting Supervisor role has responsibilities for modifying and resend invoices.   |
|          | <b>Escheatment</b>                | The Accounting Supervisor role has responsibilities for Escheatment premiums and commissions   |
| BC.01.14 | <b>Account Level Maintenance</b>  | The Accounting Supervisor role has responsibilities for processing payment remittance, create list and account for mortgage companies. Additionally, attach, and upload documents, create documents from template, and assign transactions for approval. |
| BC.01.15 | <b>Policy Level Maintenance</b>   | The Accounting Supervisor has responsibilities for maintain documents by attaching or uploading documents or create documents from template.   |
| BC.01.16 | <b>Tax Identification Changes</b> | The Accounting Supervisor role has responsibilities for the Mid-year TIN change.   |
| BC.01.17 | <b>Reports</b>                    | The Accounting Supervisor role has responsibilities for executing Billing Center reports, and ensures all roles can access these reports.  |

## Key Tasks

| Task #      | Task                        | Description   | Task Type  |
|-------------|-----------------------------|---|--|
| BC.03.03.0  | <b>Charge Invoice Items</b> | Charge Invoice Items are <u>supervised</u> by searching, approving, editing, modifying, updating, and viewed. | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.02 | <b>Payment Processing</b>   | Payment Processing is <u>supervised</u> by searching, approving, editing, modifying, updating, and viewed     | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.03 | <b>Payment Schedule</b>     | Payment Schedules are <u>supervised</u> by searching, approving, editing, modifying, updating, and viewed.    | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |

|             |                             |  |  |
|-------------|-----------------------------|--|--|
|             |                             |  |  |
| BC.03.03.04 | <b>Installment Schedule</b> | Installment Schedules are <u>supervised</u> by searching, approving, editing, modifying, updating, and viewed. | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.05 | <b>Stops &amp; Voids</b>    | Stops & Voids are <u>supervised</u> by searching, approving, editing, modifying, updating, and viewed          | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.06 | <b>Refunds</b>              | Refunds are <u>supervised</u> by searching, approving, editing, modifying, updating, and viewed                | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.07 | <b>Transfers</b>            | Transfers are <u>supervised</u> by searching, approving, editing, modifying, updating, and viewed.             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.08 | <b>Commissions</b>          | Commissions are <u>supervised</u> by searching, approving, editing, modifying, updating, and viewed            | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.09 | <b>Disbursements</b>        | Disbursements are <u>supervised</u> by searching, approving, editing, modifying, updating, and viewed          | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |

### Task Steps

| Step # | Action | Knowledge/Tools | Knowledge Type   |
|--------|--------|-----------------|--|
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |

### Task Terminal Objective

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

## Task Enabling/Supporting Objectives

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

## Accountant

| Job/Role or Title | Description   |
|-------------------|---|
| <b>Accountant</b> | The role of these accounting personnel serves in the Billing Center functioning in many organization capacities from General Ledger, Operations, and Controller Office. These activities include; Performing internal reviews, reconciling accounts, and creating reports and schedules. These personnel create and record journal entries. They assist with budgets and statements, and are involved with accounting policies and procedures for cash entries, policy administration, and perform research analysis. |

## Key Functions

| Function # | Function                        | Description  |
|------------|---------------------------------|--|
| BC.01.01   | <b>Admin</b>                    | The Accounting role has admin responsibilities that include maintaining account and policy summaries.                                |
| BC.01.03   | <b>Premium Disbursements</b>    | The Accounting role has responsibilities to review pending Premium disbursements.  |
| BC.01.05   | <b>Commission Disbursements</b> | The Accounting role has responsibilities for viewing Commission disbursements and commission statements.                             |
| BC.01.06   | <b>Payments</b>                 | The Accounting role has responsibilities for Premium adjustments and applying suspense payments.                                     |
| BC.01.07   | <b>Adjustments</b>              | The Accounting role has responsibilities for transferring or moving all or partial funds, and a policy to a new account.             |
| BC.01.08   | <b>Communication</b>            | The Accounting role has responsibilities for adding notes at policy level or at account level, and creates emails in Billing Center. |
| BC.01.09   | <b>Activities</b>               | The Accounting role has responsibilities for create and work assigned activities.  |
| BC.01.10   | <b>Trouble Tickets</b>          | The Accounting role has responsibilities for processing trouble tickets, and Assigning trouble tickets.                              |

|          |                |  |
|----------|----------------|--|
| BC.01.17 | <b>Reports</b> | The Accounting role has responsibilities for executing Billing Center reports, and ensures all roles can access these reports. |
|----------|----------------|--|

## Key Tasks

| Task #      | Task                        | Description   | Task Type  |
|-------------|-----------------------------|---|--|
| BC.03.03.0  | <b>Charge Invoice Items</b> | Charge Invoice Items are <u>reviewed, and reconciled</u> by searching, verifying, editing, calculated, viewed and reports created.  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.02 | <b>Payment Processing</b>   | Payment Processing are <u>reviewed, and reconciled</u> by searching, verifying, editing, calculated, viewed and reports created.    | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.03 | <b>Payment Schedule</b>     | Payment Schedules are <u>reviewed, and reconciled</u> by searching, verifying, editing, calculated, viewed and reports created.     | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.04 | <b>Installment Schedule</b> | Installment Schedules are <u>reviewed, and reconciled</u> by searching, verifying, editing, calculated, viewed and reports created. | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.05 | <b>Invoice Schedule</b>     | Invoice Schedules are <u>reviewed, and reconciled</u> by searching, verifying, editing, calculated, viewed and reports created.     | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.06 | <b>Stops &amp; Voids</b>    | Stops & Voids are <u>reviewed, and reconciled</u> by searching, verifying, editing, calculated, viewed and reports created.         | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.07 | <b>Refunds</b>              | Refunds are <u>reviewed, and reconciled</u> by searching, verifying, editing, calculated, viewed and reports created.               | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.08 | <b>Transfers</b>            | Transfers are <u>reviewed, and reconciled</u> by searching, verifying, editing, calculated, viewed and reports created.             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.09 | <b>Commissions</b>          | Commissions are <u>reviewed, and reconciled</u> by searching, verifying, editing, calculated, viewed and reports created.           | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.10 | <b>Disbursements</b>        | Disbursements are <u>reviewed, and reconciled</u> by searching, verifying, editing, calculated, viewed and reports created.         | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |

|             |                    |   |  |
|-------------|--------------------|---|--|
| BC.03.03.12 | <b>Remittances</b> | Remittances are <u>reviewed, and reconciled</u> by searching, verifying, editing, calculated, viewed and reports created. | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
|-------------|--------------------|---|--|

### Task Steps

| Step # | Action | Knowledge/Tools | Knowledge Type   |
|--------|--------|-----------------|--|
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |

### Task Terminal Objective

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

### Task Enabling/Supporting Objectives

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |



## Assistant Accountant – Receipts

| Job/Role or Title                      | Description  |
|--|--|
| <b>Assistant Accountant - Receipts</b> | The role of these accounting personnel in the Billing Center are involved in disbursements or receipts to include; premium disbursements, Commission Disbursements, Adjustments, Communications, Account Level Maintenance, Policy Level Maintenance, Tax Identification Changes, and reports. Additionally, process receipts, post daily deposits, and to research misapplied payments, deposited research, research transfer requests, enters transfers into the policy processing system and process pay plan requests for PLA (personal lines), CLA (commercial lines), or Wind (also called Coastal) payments. Generate various reports for management. |

## Key Functions

| Function # | Function                         | Description  |
|------------|----------------------------------|--|
| BC.01.04   | <b>Payment Remittance</b>        | The Assistant Accountant – Receipts role has responsibilities for applying return commission payments.   |
| BC.01.05   | <b>Commission Disbursements</b>  | The Assistant Accountant – Receipts role has responsibilities for applying return commission payments.   |
| BC.01.06   | <b>Payments</b>                  | The Assistant Accountant – Receipts role has responsibilities for processing Manual premium Deposits.  |
| BC.01.07   | <b>Adjustments</b>               | The Assistant Accountant – Receipts role has responsibilities for transferring or moving all or partial funds of a policy to a new account.  |
| BC.01.08   | <b>Communication</b>             | The Assistant Accountant – Receipts role has responsibilities for adding notes at policy level or at account level, and creates emails in Billing Center.                          |
| BC.01.09   | <b>Activities</b>                | The Assistant Accountant – Receipts role has responsibilities for create and work assigned activities.   |
| BC.01.14   | <b>Account Level Maintenance</b> | The Assistant Accountant – Receipts role has responsibilities for maintaining account level contacts. Also Attach, maintain, and Upload documents, create documents from template. |
| BC.01.15   | <b>Policy Level Maintenance</b>  | The Assistant Accountant – Receipts role has responsibilities for maintaining documents by attaching or  |

|          |                                   |   |
|----------|-----------------------------------|---|
|          |                                   | uploading documents or creates documents from template.   |
| BC.01.16 | <b>Tax Identification Changes</b> | The Assistant Accountant – Receipts role has responsibilities for the Mid-year TIN change.  |
| BC.01.17 | <b>Reports</b>                    | The Assistant Accountant – Receipts role has responsibilities for executing Billing Center reports, and ensures all roles can access these reports. |

## Key Tasks

| Task #      | Task                                    | Description  | Task Type  |
|-------------|---|--|--|
| BC.03.03.0  | <b>Process Transfers</b>                |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.02 | <b>Deposit Research</b>                 |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.03 | <b>Suspense</b>                         |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.04 | <b>NSF's</b>                            |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.05 | <b>Bank adjustments</b>                 | Process encoding errors  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.06 | <b>Process Payment plan issues</b>      | Process waives for payment plan  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.07 | <b>Process Payment Plan requests</b>    | Payment Processing are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed. | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.08 | <b>Send money to PFC</b>                | Process requests to, if DS check has been cashed by insured  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.0  | <b>Manual premium Deposits</b>          |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.02 | <b>Printing premium checks</b>          |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.03 | <b>Apply return commission payments</b> |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.04 | <b>Manual premium Deposits</b>          |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.05 | <b>Applying suspense payments</b>       |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |

|             |  |   |  |
|-------------|--|---|--|
| BC.03.03.06 | <b>Transfers funds (partial or all)</b>            |   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.07 | <b>Transfer policy to new account</b>              |   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.08 | <b>Move funds (entire payment)</b>                 | Refunds are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed. | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.09 | <b>Adding notes at policy level</b>                |   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.10 | <b>Adding notes at account level</b>               |   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | <b>Create emails in BC</b>                         |   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.12 | <b>Work activities</b>                             |   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.13 | <b>Account level contacts - editing</b>            |   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.14 | <b>Attach documents</b>                            |   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.14 | <b>Upload documents</b>                            |   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.14 | <b>Create documents from template</b>              |   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.14 | <b>Mid-year TIN change</b>                         |   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.14 | <b>Executing BC Reports – all roles can access</b> |   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |

### Task Steps

| Step # | Action | Knowledge/Tools | Knowledge Type   |
|--------|--------|-----------------|--|
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |

### Task Terminal Objective

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

### Task Enabling/Supporting Objectives

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

## Assistant Accountant - Disbursement

| Job/Role or Title                          | Description  |
|--|--|
| <b>Assistant Accountant - Disbursement</b> | The role of these accounting personnel in the Billing Center are involved generally in disbursements or receipts to include; premium disbursements, Commission Disbursements, Adjustments, Communications, Account Level Maintenance, Policy Level Maintenance, Tax Identification Changes, and reports. Additionally, process disbursements and to process disbursements related to EPAS, research pending return premium checks, generate and print return premium and commission checks, enter transfers of funds from one policy to another and maintain records of all transactions. Research stop-payments. Process monthly agent commission checks. |

### Key Functions

| Function # | Function                        | Description  |
|------------|---------------------------------|--|
| BC.01.03   | <b>Premium Disbursements</b>    | The Assistant Accountant – disbursement role has responsibilities to create, review, edit, delete, approve, reissue, reverse, Premium disbursements. Additionally, also to perform Stops and Voids, Issue manual disbursements, and printing premium checks.   |
| BC.01.05   | <b>Commission Disbursements</b> | The Assistant Accountant – disbursement role has responsibilities for creating, view, edit Commission disbursements. Also, perform Stops / Voids on commissions and reversals. Additionally, process commission advances, reissue and reverse commissions, view, resend commission statements, and printing commission checks. |
| BC.01.06   | <b>Payments</b>                 | The Assistant Accountant – disbursement role has responsibilities for processing premium adjustments, payment reversals, and recapturing funds.  |
| BC.01.08   | <b>Communication</b>            | The Assistant Accountant – disbursement role has responsibilities for adding notes at policy level or at account level, generally maintaining notes Create emails in Billing Center.   |
| BC.01.09   | <b>Activities</b>               | The Assistant Accountant – disbursement role has responsibilities for create and work assigned activities.   |
|            | <b>Escheatment</b>              | The Assistant Accountant – disbursement role has responsibilities for Escheatment premiums and commissions   |

|          |                                   |  |
|----------|-----------------------------------|--|
|          |                                   |  |
| BC.01.14 | <b>Account Level Maintenance</b>  | The Assistant Accountant – disbursement role has responsibilities for maintaining account level contacts. Also Attach, maintain, and Upload documents, create documents from template. |
| BC.01.15 | <b>Policy Level Maintenance</b>   | The Assistant Accountant – Receipts role has responsibilities for maintaining documents by attaching or uploading documents or creating documents from template.                       |
| BC.01.16 | <b>Tax Identification Changes</b> | The Assistant Accountant – disbursement role has responsibilities for the Mid-year TIN change.   |
| BC.01.17 | <b>Reports</b>                    | The Assistant Accountant – disbursement role has responsibilities for executing Billing Center reports, and ensures all roles can access these reports.                                |

## Key Tasks

| Task #      | Task  | Description   | Task Type  |
|-------------|---|---|--|
| BC.03.03.0  | <b>Stops &amp; Voids</b>                            | Stops & Voids are <u>managed</u> by searching, approving, editing, modifying, updating, and viewed. | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.02 | <b>EPAS check printing</b>                          |   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.03 | <b>EPAS Commission check and statement printing</b> |   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.04 | <b>Check Copies</b>                                 |   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.05 | <b>Pull check requests</b>                          |   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.06 | <b>Delete pending DS</b>                            |   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.07 | <b>Research pending disbursements</b>               |   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.08 | <b>EPAS Return mail</b>                             |   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.09 | <b>Request to issue DS check to PFC</b>             |   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |

|             |   |  |  |
|-------------|---|--|--|
|             |   |  |  |
| BC.03.03.10 | <b>Stop/Void Commission checks</b>      |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.0  | <b>Manual premium Deposits</b>          |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.02 | <b>Printing premium checks</b>          |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.03 | <b>Apply return commission payments</b> |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.04 | <b>Manual premium Deposits</b>          |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.05 | <b>Applying suspense payments</b>       |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.06 | <b>Transfers funds (partial or all)</b> |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.07 | <b>Transfer policy to new account</b>   |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.08 | <b>Move funds (entire payment)</b>      |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.09 | <b>Adding notes at policy level</b>     |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.10 | <b>Adding notes at account level</b>    |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | <b>Create emails in BC</b>              |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.12 | <b>Work activities</b>                  |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.13 | <b>Account level contacts - editing</b> |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.14 | <b>Attach documents</b>                 |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.14 | <b>Upload documents</b>                 |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.14 | <b>Create documents from template</b>   |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |

|             |  |  |  |
|-------------|--|--|--|
|             |  |  |  |
| BC.03.03.14 | <b>Mid-year TIN change</b>                         |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.14 | <b>Executing BC Reports – all roles can access</b> |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |

### Task Steps

| Step # | Action | Knowledge/Tools | Knowledge Type   |
|--------|--------|-----------------|--|
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |

### Task Terminal Objective

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

### Task Enabling/Supporting Objectives

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |



## Assistant Accountant - Invoices

| Job/Role or Title                      | Function  |
|--|---|
| <b>Assistant Accountant - Invoices</b> | The role of these accounting personnel in the Billing Center are involved generally in payments, premium disbursements, Commission Disbursements, Adjustments, Communications, Account Level Maintenance, Policy Level Maintenance, Tax Identification disbursements and to process invoice transactions. |

### Key Functions

| Function # | Function                          | Description   |
|------------|-----------------------------------|---|
| BC.01.01   | <b>Admin</b>                      | The Assistant Accountant – invoice role has admin responsibilities for maintaining account contacts.  |
| BC.01.06   | <b>Payments</b>                   | The Assistant Accountant – invoice role has responsibilities for processing premium manual deposits, premium adjustments, payment reversals, recapturing funds, and applying suspense payments. |
| BC.01.08   | <b>Communication</b>              | The Assistant Accountant – invoice role has responsibilities for adding notes at policy level or at account level, generally maintaining notes Create emails in Billing Center.                 |
| BC.01.09   | <b>Activities</b>                 | The Assistant Accountant – invoice role has responsibilities for create and work assigned activities.   |
| BC.01.11   | <b>Invoice Handling</b>           | The Assistant Accountant – invoice role has responsibilities for modifying or resend invoices. Also process charges (add, edit, reverse, and move).   |
| BC.01.14   | <b>Account Level Maintenance</b>  | The Assistant Accountant – invoice role has responsibilities for maintaining account level contacts. Also Attach, maintain, and Upload documents, create documents from template.               |
| BC.01.15   | <b>Policy Level Maintenance</b>   | The Assistant Accountant – invoice role has responsibilities for maintaining documents by attaching or uploading documents or creating documents from template.                                 |
| BC.01.16   | <b>Tax Identification Changes</b> | The Assistant Accountant – invoice role has responsibilities for the Mid-year TIN change.   |
| BC.01.17   | <b>Reports</b>                    | The Assistant Accountant – invoice role has responsibilities  |

|  |  |   |
|--|--|---|
|  |  | for executing Billing Center reports, and ensures all roles can access these reports. |
|--|--|---|

## Key Tasks

| Task #      | Task  | Description | Task Type  |
|-------------|---|-------------|--|
| BC.03.03.0  | Manual Deposits - premium                   |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.02 | Printing premium checks                     |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.03 | Apply return commission payments            |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.04 | Manual premium Deposits                     |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.05 | Applying suspense payments                  |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.06 | Transfers funds (partial or all)            |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.07 | Transfer policy to new account              |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.08 | Move funds (entire payment)                 |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.09 | Adding notes at policy level                |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.10 | Adding notes at account level               |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Create emails in BC                         |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.12 | Work activities                             |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.13 | Account level contacts - editing            |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.14 | Attach documents                            |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.14 | Upload documents                            |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.14 | Create documents from template              |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.14 | Mid-year TIN change                         |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.14 | Executing BC Reports – all roles can access |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |

### Task Steps

| Step # | Action | Knowledge/Tools | Knowledge Type   |
|--------|--------|-----------------|--|
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |

### Task Terminal Objective

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

### Task Enabling/Supporting Objectives

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

## Accounting Assistant - Remittance

| Job/Role or Title                        | Description  |
|--|--|
| <b>Accounting Assistant - Remittance</b> | The role of these individuals in the Billing Center is to conduct remittance processing and to receive, prepare and apply payments received for PLA, CLA and Wind. |

### Key Functions

| Function # | Function                  | Description  |
|------------|---------------------------|--|
| BC.01.01   | <b>Admin</b>              | The Remittance Processing Specialist role has responsibilities that include maintaining account and policy summaries.  |
| BC.01.04   | <b>Payment Remittance</b> | The Remittance Processing Specialist role has responsibilities for applying return commission payments.  |
| BC.01.06   | <b>Payments</b>           | The Remittance Processing Specialist role has responsibilities for applying suspense payments.   |
| BC.01.07   | <b>Adjustments</b>        | The Remittance Processing Specialist role has responsibilities for transferring or moving all or partial funds, a policy to a new account, including perform write offs and write offs reversals |
| BC.01.08   | <b>Communication</b>      | The Remittance Processing Specialist role has responsibilities for adding notes at policy level or at account level, and creates emails in Billing Center.                                       |
| BC.01.09   | <b>Activities</b>         | The Remittance Processing Specialist role has responsibilities for create and work assigned activities.  |
| BC.01.17   | <b>Reports</b>            | The Remittance Processing Specialist role has responsibilities for executing Billing Center reports, and ensures all roles can access these reports.   |

## Key Tasks

| Task #      | Task                         | Description  | Task Type  |
|-------------|------------------------------|--|--|
| BC.03.03.0  | <b>Receive PLA Payments</b>  | Prepare all checks received for processing.  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.02 | <b>Receive CLA Payments</b>  | Prepare all checks received for processing.  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.03 | <b>Receive Wind Payments</b> | Prepare all checks received for processing.  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.04 | <b>Apply PLA Payments</b>    | Process all checks through Aperta using ICR scanning. Any exceptions (not matched by Aperta) must be processed individually. | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.05 | <b>Apply CLA Payments</b>    | Manually enter check data into an Access database for eventual entry into POINT, and scan all documents into Image Right.    | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.06 | <b>Apply Wind Payments</b>   | Manually enter check data, batch, proof, balance, scan and upload data to AS400.   | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |

## Task Steps

| Step # | Action | Knowledge/Tools | Knowledge Type   |
|--------|--------|-----------------|--|
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |

## Task Terminal Objective

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

## Task Enabling/Supporting Objectives

|                         |  |
|-------------------------|--|
| Given...                |  |
| the participant will... |  |

|   |  |
|---|--|
| with accuracy of (or to the standard of...) |  |
|---|--|

## Auditor

| Job/Role or Title | Description  |
|-------------------|--|
| <b>Auditor</b>    | This accounting role in the Billing Center is to Search/Review accounts. This is an <u>external</u> role, having only read-only permissions. |

## Key Functions

| Function # | Function                        | Description   |
|------------|---------------------------------|---|
| BC.01.05   | <b>Commission Disbursements</b> | The Auditor role has responsibilities for View Commission disbursements, and View commission statements                     |
| BC.01.08   | <b>Communication</b>            | The Auditor role has responsibilities for adding notes at policy level, and creates emails in Billing Center.               |
| BC.01.09   | <b>Activities</b>               | The Auditor role has responsibilities for process assigned activities.  |
| BC.01.17   | <b>Reports</b>                  | The Auditor role has responsibilities for executing Billing Center reports, and ensures all roles can access these reports. |

## Key Tasks

| Task #      | Task                                    | Description | Task Type  |
|-------------|---|-------------|--|
| BC.03.03.0  | <b>View Commission disbursements</b>    |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.02 | <b>View commission statements</b>       |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.03 | <b>Adding notes at policy level</b>     |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.03 | <b>Creates emails</b>                   |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.03 | <b>Process assigned activities.</b>     |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.03 | <b>Executing Billing Center reports</b> |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.03 | <b>Reports accessible</b>               |             | <input type="checkbox"/> <b>Procedural</b>   |

|  |  |  |  |
|--|--|--|--|
|  |  |  | <input type="checkbox"/> Principle-Based |
|--|--|--|--|

**Task Steps**

| Step # | Action | Knowledge/Tools | Knowledge Type   |
|--------|--------|-----------------|--|
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |

**Task Terminal Objective**

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

**Task Enabling/Supporting Objectives**

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

## Treasury Analyst/ or Specialist

| Job/Role or Title                      | Description  |
|--|--|
| <b>Treasury Analyst/ or Specialist</b> | The role of these accounting personnel in the Billing Center belongs to the Finance department. Their activities include search and review Finance accounts. This is an <u>external</u> role, having only read-only permissions. |

### Key Functions

| Function # | Function                        | Description   |
|------------|---------------------------------|---|
| BC.01.05   | <b>Commission Disbursements</b> | The Treasury Analyst/ or Specialist role has responsibilities for creating, view, edit, and holding Commission disbursements. Also apply and return commission payments, perform Stops / Voids on commissions and reversals. Additionally, Create bonus commission, and commission advances, reissue and reverse commissions, view, resend commission statements, and printing commission checks. |
| BC.01.08   | <b>Communication</b>            | The Treasury Analyst/ or Specialist role has responsibilities for adding notes at policy level or at account level, and maintaining notes.  |
| BC.01.09   | <b>Activities</b>               | The Treasury Analyst/ or Specialist role has responsibilities for create and work assigned activities.  |
| BC.01.17   | <b>Reports</b>                  | The Treasury Analyst/ or Specialist role has responsibilities for executing Billing Center reports, and ensures all roles can access these reports.   |

### Key Tasks

| Task #      | Task   | Description | Task Type  |
|-------------|--|-------------|--|
| BC.03.03.0  | <b>Creating holding Commission disbursements</b> |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.02 | <b>View holding Commission disbursements</b>     |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.03 | <b>Edit holding Commission disbursements</b>     |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |



|             |   |  |  |
|-------------|---|--|--|
| BC.03.03.04 | <b>Apply commission payments</b>            |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.05 | <b>Return commission payments</b>           |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.05 | <b>Adding notes at policy level</b>         |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.05 | <b>Adding notes at account level</b>        |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.05 | <b>Maintaining notes</b>                    |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.05 | <b>Create and work assigned activities</b>  |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.05 | <b>Executing Billing Center reports</b>     |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.05 | <b>Ensures all roles can access reports</b> |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |

### Task Steps

| Step # | Action | Knowledge/Tools | Knowledge Type   |
|--------|--------|-----------------|--|
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |

### Task Terminal Objective

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

### Task Enabling/Supporting Objectives

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |



## IT Admin

| Job/Role or Title | Description  |
|-------------------|--|
| <b>IT Admin</b>   | This accounting support role in the Billing Center is to maintain systems configuration and perform Admin functions for all IT Systems including adding, modifying, and assigning Users roles and permissions. |

## Key Functions

| Function # | Function                  | Description   |
|------------|---------------------------|---|
| BC.01.01   | <b>Admin</b>              | <p>The IT Admin role has an extensive amount of admin responsibilities that include; defining and maintaining authority limits, permissions, security zones. The admin function will also maintain payment and billing plans, and commission and delinquency plans.</p> <p>Maintenance is done with invoice scheduling, streams are maintained, account activity and_policy payment, assigned activities. Additionally, this function will Setup and maintain, load sample data tools, History events, charge patterns, and BC center holidays.</p> |
| BC.01.04   | <b>Payment Remittance</b> | The IT Admin role has responsibilities for Lockbox operations to upload batch file for review, and upload batch file for edits.   |
| BC.01.08   | <b>Communication</b>      | The IT Admin role has responsibilities for Creating emails in Billing Center.   |
| BC.01.09   | <b>Activities</b>         | The IT Admin role has responsibilities for working assigned activities.   |
| BC.01.17   | <b>Reports</b>            | The IT Admin role has responsibilities for executing Billing Center reports, and ensures all roles can access these reports.  |

## Key Tasks

| Task #      | Task                                      | Description | Task Type  |
|-------------|---|-------------|--|
| BC.03.03.0  | Defining authority limits                 |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.02 | Defining permissions,                     |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.03 | Defining security zones                   |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.04 | Maintaining authority limits              |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.05 | Maintaining permissions                   |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.06 | Maintaining security zones                |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.07 | Maintaining payment plans                 |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.08 | Maintaining billing plans                 |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.09 | Maintaining commission plans              |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.10 | Maintaining delinquency plans             |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Maintaining invoice scheduling            |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Maintaining invoice streams               |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Maintaining account activity              |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Maintaining policy payment                |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Setup and maintain load sample data tools |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Setup and maintain History events         |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Setup and maintain charge patterns        |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |

|             |  |  |  |
|-------------|--|--|--|
|             |  |  |  |
| BC.03.03.11 | <b>Setup and maintain BC center holidays</b> |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | <b>Lockbox operations</b>                    |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | <b>Upload batch files</b>                    |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | <b>Creating emails</b>                       |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | <b>Work assigned activities.</b>             |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | <b>Executing Billing Center reports</b>      |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | <b>Ensures all roles can access reports</b>  |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |

### Task Steps

| Step # | Action | Knowledge/Tools | Knowledge Type   |
|--------|--------|-----------------|--|
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |

### Task Terminal Objective

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

### Task Enabling/Supporting Objectives

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

## Security Admin

| Job/Role or Title     | Description  |
|-----------------------|--|
| <b>Security Admin</b> | This accounting support role in the Billing Center is to maintain systems configuration and perform <u>Security Admin</u> functions for all IT Systems including adding, modifying, and assigning Users roles and permissions. |

## Key Functions

| Function # | Function             | Description   |
|------------|----------------------|---|
| BC.01.01   | <b>Admin</b>         | The Security Admin role has admin responsibilities that include defining and maintaining user's preferences, and roles. |
| BC.01.08   | <b>Communication</b> | The Security Admin role has responsibilities for Creating emails in Billing Center.                                     |
| BC.01.17   | <b>Reports</b>       | The Security Admin role has responsibilities for ensuring all roles can access these reports.                           |

## Key Tasks

| Task #      | Task   | Description | Task Type  |
|-------------|--|-------------|--|
| BC.03.03.0  | <b>Defining and maintaining user's preferences</b> |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.02 | <b>Maintaining user's preferences</b>              |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.03 | <b>Defining and maintaining user's roles</b>       |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.04 | <b>Maintaining user's roles</b>                    |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.05 | <b>Creating emails in Billing Center</b>           |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.06 | <b>Ensuring all roles can access reports.</b>      |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |

### Task Steps

| Step # | Action | Knowledge/Tools | Knowledge Type   |
|--------|--------|-----------------|--|
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |

### Task Terminal Objective

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

### Task Enabling/Supporting Objectives

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

## Agency Admin

| Job/Role or Title   | Description  |
|---------------------|--|
| <b>Agency Admin</b> | This accounting support role in the Billing Center is to maintain systems configuration and perform Admin functions for all IT Systems including adding, modifying, and assigning Users roles and permissions. This is an <u>external</u> agency Admin role. |

## Key Functions

| Function # | Function                         | Description  |
|------------|----------------------------------|--|
| BC.01.01   | <b>Admin</b>                     | The Agency Admin role has admin responsibilities that include maintaining producer contacts and summary. Also, Defining evaluation calculation, and transfer policies to new producer.   |
| BC.01.02   | <b>Controller</b>                | The Agency Admin role has controller operations for closing commercial accounts, perform commission adjustments, process write offs, and write off recovery.   |
| BC.01.05   | <b>Commission Disbursements</b>  | The Agency Admin role has responsibilities for viewing, editing, and holding Commission disbursements. Also apply and return commission payments, perform Stops / Voids on commissions and reversals. Additionally, Create bonus commission, and commission advances, reissue and reverse commissions, view, resend commission statements, |
| BC.01.08   | <b>Communication</b>             | The Agency Admin role has responsibilities for adding notes at policy level or at account level, generally maintaining notes Create emails in Billing Center.  |
| BC.01.09   | <b>Activities</b>                | The Agency Admin role has responsibilities for create and work assigned activities, and also process assigned activities.  |
| BC.01.12   | <b>Backup Withholding</b>        | The Agency Admin role has responsibilities for Backup Withholding.   |
| BC.01.13   | <b>Agencies/Agents</b>           | The Agency Admin role has responsibilities for Creating new agency and agent   |
| BC.01.14   | <b>Account Level Maintenance</b> | The Agency Admin role has responsibilities for processing payment remittance, create list and account for mortgage companies. Additionally, maintain account level contacts. Also Attach, maintain, and Upload documents, create   |



|          |                                   |  |
|----------|-----------------------------------|--|
|          |                                   | documents from template, and assign transactions for approval.   |
| BC.01.15 | <b>Policy Level Maintenance</b>   | The Agency Admin role has responsibilities for executing manual delinquencies, change payment plans, adding or editing policy level contacts. Also maintain documents by attaching or uploading documents or create documents from template. |
| BC.01.16 | <b>Tax Identification Changes</b> | The Agency Admin role has responsibilities for the Mid-year TIN change.  |
| BC.01.17 | <b>Reports</b>                    | The Agency Admin role has responsibilities for executing Billing Center reports, and ensures all roles can access these reports.   |

## Key Tasks

| Task #      | Task  | Description | Task Type  |
|-------------|---|-------------|--|
| BC.03.03.0  | <b>Maintaining producer contacts</b>            |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.02 | <b>Maintaining producer summary</b>             |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.03 | <b>Defining evaluation calculation</b>          |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.04 | <b>Transfer policies to new producer.</b>       |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.05 | <b>Closing commercial accounts</b>              |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.06 | <b>Perform commission adjustments</b>           |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.07 | <b>Process write offs</b>                       |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.08 | <b>Write off recovery</b>                       |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.09 | <b>Viewing holding Commission disbursements</b> |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.10 | <b>Editing Commission disbursements</b>         |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | <b>Holding Commission disbursements</b>         |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.09 | <b>Apply commission payments</b>                |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.10 | <b>Return commission payments</b>               |             | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |

|             |  |  |  |
|-------------|--|--|--|
| BC.03.03.11 | Perform Stops / Voids                          |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.09 | Perform reversals                              |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.10 | Create bonus commission                        |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Commission advances                            |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Reissue commissions                            |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Reverse commissions                            |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | View, commission statements                    |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Resend commission statements                   |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Adding notes at policy level                   |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Adding notes at account level                  |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Maintaining notes                              |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Create emails                                  |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Create assigned activities                     |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Work assigned activities                       |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Process assigned activities                    |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Backup Withholding.                            |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Creating new agency and agent                  |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Processing payment remittance                  |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Create list and account for mortgage companies |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Maintain account level contacts                |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Maintain documents                             |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Upload documents                               |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | create documents from template                 |  | <input type="checkbox"/> <b>Procedural</b><br><input type="checkbox"/> Principle-Based |
| BC.03.03.11 | Assign transactions for                        |  | <input type="checkbox"/> <b>Procedural</b>   |

|  |                  |  |  |
|--|------------------|--|--|
|  | <b>approval.</b> |  | <input type="checkbox"/> Principle-Based |
|--|------------------|--|--|

**Task Steps**

| Step # | Action | Knowledge/Tools | Knowledge Type   |
|--------|--------|-----------------|--|
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |
|        |        |                 | <input type="checkbox"/> Fact<br><input type="checkbox"/> Concept<br><input type="checkbox"/> Rule |

**Task Terminal Objective**

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

**Task Enabling/Supporting Objectives**

|   |  |
|---|--|
| Given...                                    |  |
| the participant will...                     |  |
| with accuracy of (or to the standard of...) |  |

## Appendix A - Core Position Role Matrix

| Business Unit       | Section            | Incumbent          | Position Title                         | Position No_ | Future State Core Role              | Line |
|---------------------|--------------------|--------------------|--|--------------|-------------------------------------|------|
| 610 - FS-Finance    | Finance / Treasury | Jonathan Norfleet  | Manager - Treasury and Investment      | 1030         | Accounting Manager                  | CPW  |
| 610 - FS-Finance    | Finance / Treasury | Joshua Bruce       | Analyst Sr - Treasury                  | 00698        | Treasurer                           | CPW  |
| 610 - FS-Finance    | Finance / Treasury | Shakeda Ferguson   | Specialist - Treasury                  | 00050        | Treasurer                           | CPW  |
| 610 - FS-Finance    | Finance / Treasury | Meghan Brown       | Investment Analyst                     | 00266        | Treasurer                           | CPW  |
| 610 - FS-Finance    | Finance / Treasury | Liana Alleyne      | Specialist - Investment                | 00703        | Treasurer                           | CPW  |
|                     |                    |                    |  |              |                                     |      |
| 699                 | Controller         | Jennifer Montero   | Controller Sr - Director of Accounting | 00012        | SU-Controller                       | CPW  |
| 660 - FS-Accounting | Controller         | Andrew Woodward    | Controller - Asst                      | 00067        | Accounting Super User               | CPW  |
| 660 - FS-Accounting | General Ledger     | Linda Crew         | Manager - Accounting GL                | 00080        | Accounting Mgr                      | CPW  |
| 660 - FS-Accounting | General Ledger     | Elizabeth Mitchell | Manager Asst - General Ledger          | 00368        | Accounting Sup                      | CPW  |
| 660 - FS-Accounting | General Ledger     | Kay Foster         | Accountant Sr - GL                     | 00473        | Accountant                          | CPW  |
| 660 - FS-Accounting | General Ledger     | Jordan Plumlee     | Accountant Sr - Claims                 | 00605        | Accountant                          | C    |
| 660 - FS-Accounting | General Ledger     | Kristal Hawkes     | Accountant I                           | 00532        | Accountant                          | C    |
| 660 - FS-Accounting | General Ledger     | Deanna Lindstrom   | Accountant - Accounts Payable          | 00433        | Accountant                          | CPW  |
| 660 - FS-Accounting | General Ledger     | Karen Strawn       | Assistant III - Accounting AP          | 00030        | Assistant Accountant - Disbursement | C P  |
| 660 - FS-Accounting | General Ledger     | Marsha Welton      | Assistant II - Accounting AP           | 00584        | Assistant Accountant - Disbursement | C P  |
| 660 - FS-Accounting | General Ledger     | Wanda Strauss      | Assistant II - Accounting AP           | 00328        | Assistant Accountant - Disbursement | C P  |
| 660 - FS-Accounting | General Ledger     | Natalie Brown      | Assistant II - Accounting AP           | 00530        | Assistant Accountant - Disbursement | C P  |
| 660 - FS-Accounting | General Ledger     | Thomas Ott         | Analyst Sr - Financial Reporting       | 00426        |                                     |      |
| 660 - FS-Accounting | General Ledger     | Daniel James       | Accountant Sr - Investment Analyst     | 00868        |                                     |      |
| 660 - FS-Accounting | Operations         | Summer Swanson     | Analyst Sr - Operational Accounting    | 00379        |                                     |      |
| 660 - FS-Accounting | Operations         | Nicole Duchesney   | Administrator - Accounting             | 00211        | Assistant Accountant - Disbursement | C P  |
| 660 - FS-Accounting | Operations         | Michael Dzioba     | Assistant II - Accounting Ops          | 00904        |                                     |      |
| 660 - FS-Accounting | General Ledger     | Robert Lowery      | Accountant - Investments / GL          | 00993        |                                     |      |

|                            |                         |                        |  |              |  |     |
|----------------------------|-------------------------|------------------------|--|--------------|--|-----|
| 660 - FS-Accounting        | General Ledger          | Christine Dearden      | Accounting Assistant                               | Temp         |  |     |
| 660 - FS-Accounting        | General Ledger          | Vacant                 | TBD  | 00873        |  |     |
|                            |                         |                        |  |              |  |     |
| <b>660 - FS-Accounting</b> | <b>Business Analyst</b> | <b>Angela Lockwood</b> | <b>Manager - Business Analyst</b>                  | <b>00860</b> | <b>Accounting Mgr Business Analyst</b>         | CPW |
| 660 - FS-Accounting        | BA Pool                 | Robert Porter          | Analyst Sr - Business                              | 01113        | Business Analyst                               | CPW |
| 660 - FS-Accounting        | BA Pool                 | Raksha Patel           | Analyst Sr - Business                              | 00313        | Business Analyst                               | CPW |
| 660 - FS-Accounting        | BA Pool                 | Stefanie Briscoe       | Analyst II - Business                              | 00298        | Business Analyst                               | CPW |
| 660 - FS-Accounting        | BA Pool                 | Alan Moudy             | Analyst II - Business                              | 00920        | Business Analyst                               | CPW |
| 660 - FS-Accounting        | BA Pool                 | Jackie Salera          | Business Analyst                                   | Temp         | Business Analyst                               | CPW |
| 660 - FS-Accounting        | BA Pool                 | Amy Jenks              | Business Analyst Lead                              | Temp         | Business Analyst                               | CPW |
| 660 - FS-Accounting        | BA Pool                 | Jason Fuqua            | Business Analyst                                   | Temp         | Business Analyst                               | CPW |
|                            |                         |                        |  |              |  |     |
| <b>660 - FS-Accounting</b> | <b>Operations</b>       | <b>Frederick Deeb</b>  | <b>Dir Asst - Acctg, Fin Analysis &amp; Budget</b> | <b>00257</b> | <b>Super User</b>                              | CPW |
| 660 - FS-Accounting Ops    | Operations              | Christine Brokas       | Manager - Accounting                               | 00621        | Accounting Mgr                                 | CPW |
| 660 - FS-Accounting        | Operations              | Michele McAlpin        | Supervisor - Accounting Operations                 | 00223        | Accounting Supervisor                          | CPW |
| 660 - FS-Accounting        | Operations              | Maria Smith            | Assistant III - Accounting Ops                     | 00563        | Assistant Accountant - Disbursement / Receipts | CPW |
| 660 - FS-Accounting        | Operations              | Charles Ewald          | Assistant III - Accounting Ops                     | 00643        | Assistant Accountant - Disbursement / Receipts | CPW |
| 660 - FS-Accounting        | Operations              | Tyniecey Hudson        | Assistant II - Accounting AP                       | 00146        | Assistant Accountant - Disbursement            | CPW |
| 660 - FS-Accounting        | Operations              | Vacant                 | Assistant II - Accounting Ops                      | 00332        | Assistant Accountant - Disbursement            | CPW |
| 660 - FS-Accounting        | Operations              | Tiffany Travis         | Assistant II - Accounting Ops                      | 00566        | Assistant Accountant - Disbursement            | CPW |
| 660 - FS-Accounting        | Operations              | Stephanie Anderson     | Assistant II - Accounting Ops                      | 00724        | Assistant Accountant - Disbursement            | CPW |
| 660 - FS-Accounting        | Operations              | Patricia Herring       | Assistant II - Acct Ops Disbursements              | 00492        | Assistant Accountant - Disbursement            | CPW |
| 660 - FS-Accounting        | Operations              | Debbie Garcia          | Assistant II - Accounting Ops                      | 00273        | Assistant Accountant - Disbursement            | CPW |
| 660 - FS-Accounting        | Operations              | Mark Mangler           | Assistant II - Accounting Ops                      | 00494        | Assistant Accountant - Receipts                | CPW |
| 660 - FS-Accounting        | Operations              | Amanda Hardin          | Assistant II - Accounting Ops                      | 00592        | Assistant Accountant - Disbursement            | CPW |
| 660 - FS-Accounting        | Operations              | Vickey Derico          | Assistant II - Accounting Ops                      | 00459        | Assistant Accountant - Receipts                | CPW |
| 660 - FS-Accounting        | Operations              | Flossie Smith          | Assistant II - Accounting Ops                      | 00676        | Assistant Accountant -                         | CPW |

Core Training Needs Assessment

|                                |                              |                   |   |              |                       |     |
|--------------------------------|------------------------------|-------------------|---|--------------|-----------------------|-----|
|                                |                              |                   |   |              | Disbursement          |     |
| 660 - FS-Accounting            | Operations                   | Elizabeth Gallups | Analyst - Compliance & Regulatory       | 00279        | Business Analyst      | CPW |
|                                |                              |                   |   |              |                       |     |
| <b>660 - FS-Accounting</b>     | <b>Remittance Processing</b> | <b>Vacant</b>     | <b>Manager - Remittance Processing</b>  | <b>00865</b> | <b>Accounting Mgr</b> | CPW |
| 665 - FS-Remittance Processing | Remittance Processing        | Madeline Roberts  | Supervisor - Remittance Processing      | 01025        | Accounting Supervisor | CPW |
| 665 - FS-Remittance Processing | Remittance Processing        | Tresa Crider      | Team Lead - Remittance Processing       | 00791        | Remittance Processing | CPW |
| 665 - FS-Remittance Processing | Remittance Processing        | Nicole Rendon     | Team Lead - Remittance Processing       | 00908        | Remittance Processing | CPW |
| 665 - FS-Remittance Processing | Remittance Processing        | Patricia Holton   | Team Lead - Remittance Processing       | 00919        | Remittance Processing | CPW |
| 665 - FS-Remittance Processing | Remittance Processing        | Linda Vaughan     | Team Lead - Remittance Processing       | 01139        | Remittance Processing | CPW |
| 665 - FS-Remittance Processing | Remittance Processing        | Willie Pittman    | Team Lead - Remittance Processing       | 00984        | Remittance Processing | CPW |
| 665 - FS-Remittance Processing | Remittance Processing        | Angela Higgins    | Sys Coordinator - Remittance Processing | 01055        | Remittance Processing | CPW |
| 665 - FS-Remittance Processing | Remittance Processing        | Shelton Edwards   | Specialist - Remittance Processing      | 00763        | Remittance Processing | CPW |
| 665 - FS-Remittance Processing | Remittance Processing        | Adaleta Vajzovic  | Specialist - Remittance Processing      | 00921        | Remittance Processing | CPW |
| 665 - FS-Remittance Processing | Remittance Processing        | Santesia Williams | Specialist - Remittance Processing      | 00876        | Remittance Processing | CPW |
| 665 - FS-Remittance Processing | Remittance Processing        | Christy Mann      | Specialist - Remittance Processing      | 00857        | Remittance Processing | CPW |
| 665 - FS-Remittance Processing | Remittance Processing        | Ella Ogorodnikova | Specialist - Remittance Processing      | 00838        | Remittance Processing | CPW |
| 665 - FS-Remittance Processing | Remittance Processing        | Sehiza Begovic    | Specialist - Remittance Processing      | 00601        | Remittance Processing | CPW |
| 665 - FS-Remittance Processing | Remittance Processing        | Pamela Youngblood | Specialist - Remittance Processing      | 00928        | Remittance Processing | CPW |
| 665 - FS-Remittance Processing | Remittance Processing        | Kenicia Butler    | Specialist - Remittance Processing      | 00692        | Remittance Processing | CPW |
| 665 - FS-Remittance Processing | Remittance Processing        | Emina Nadarevic   | Specialist - Remittance Processing      | 00805        | Remittance Processing | CPW |
| 665 - FS-Remittance Processing | Remittance Processing        | Stella McDonald   | Specialist - Remittance Processing      | 00889        | Remittance Processing | CPW |
| 665 - FS-Remittance Processing | Remittance Processing        | Kaisha Ross       | Specialist - Remittance Processing      | 00823        | Remittance Processing | CPW |
| 665 - FS-Remittance Processing | Remittance Processing        | Marian Gay        | Specialist - Remittance Processing      | 00689        | Remittance Processing | CPW |
| 665 - FS-Remittance Processing | Remittance Processing        | Anya Goldson      | Specialist - Remittance Processing      | 00682        | Remittance Processing | CPW |
| 665 - FS-Remittance Processing | Remittance Processing        | Amela Drakulj     | Specialist - Remittance Processing      | 00667        | Remittance Processing | CPW |
| 665 - FS-Remittance Processing | Remittance Processing        | Aida Cosic        | Specialist - Remittance Processing      | 00684        | Remittance Processing | CPW |
| 660 - FS-Accounting            |                              | Clifford Haynes   | Analyst Sr - Budget                     | 00746        | Accounting Mgr        | CPW |
| 660 - FS-Accounting            |                              | Cassandra Marcus  | Specialist - Budget                     | 00972        | Accounting Supervisor | CPW |

