



CIS: RECRUITMENT, DEVELOPMENT and SUCCESSION PLANNING IDEAS

Partner with NLC-RISC

- NLC-RISC HR Resource page
- NLC-RISC HR Round table
- Add NLC-RISC and AGRiP job board links to individual pool's career pages
- Share resources to create a pooling brand presence, within the insurance industry
- If one pool does not have a job opening at the end of an internship, another might
- Adapt and use the recruitment brochure template, to market your pool

Recruitment

- Re-evaluate which positions need a four-year degree
- Partner with diverse organizations in your community; offer scholarships to attend your conferences
- Search applicant databases and use list services, to attract "passive" candidates
- Participate in job fairs
- Use online recruiting software that supports smart phone applications and chatbots – usually vendor who specializes in human resource functions
- Internships, including the NLC Mutual diversity internships
- Work with a vendor to make your career page and job ads more engaging

Universities and Community Colleges

- Partner with local universities and community colleges
- Help establish a "certificate" program if insurance degrees are not offered
- Offer to teach classes

Develop Current Staff

- Support staff attendance at the NLC-RISC staff conference
- Support staff participation in the NLC-RISC/AGRiP/CAJAPA "Pooling Academy"

- Support staff participation in the NLC-RISC Mentor program, as a mentee or a mentor
- Budget for all staff training and education
- Create career paths for positions such as, property liability and claims consultants, and risk management consultants (*refer to separate CIS handout titled, “*)
- Create a salary plan that supports employee’s improved knowledge, skills, and abilities
- Support cross-training in other jobs

Continuity and Succession Planning

- Create written instructions for critical need positions

CIS’ Fall 2020 CIS Staff Continuity and Succession Planning Survey Questions:

Staff

Instructions:

1. Please review your essential job functions (included with this document).
2. Using this document, respond briefly to the questions; responses should be no more than 2 pages (3 pages if needed).
3. Return your completed document to [name] no later than the due date.

Staff Questions:

1. What job tasks do you perform, that are not included in your essential job functions?
2. Are there written instructions for how to perform the functions or tasks of your job?
3. What information do you have “in your head” that, if you were unavailable, someone picking up your job functions would need to know? An example of this - you know how to troubleshoot a system or process.
4. How long would it take an experienced person to learn the essential job functions of your position?
5. What external relationships, if any, are needed to perform your job? (*e.g., members, agents, vendors, carriers, AGRiP, NLC-RISC, OACP, OSSA, etc.*)

Supervisors

Supervisor Questions:

1. Do you agree with what the employee wrote?
 - a. If not, please add comments in the response sections you disagree with.

- b. Do you want the items employees listed in their Question 1, added to the job description?
2. How would you get the position's job duties done short-term?
3. How would you replace the position job duties long-term?