

Creating a Strong Workforce for the Future of Your Pool

Thursday, May 12th | 10:00 AM



Oregon's Strong Workforce and Succession Plans



Strategies

- Budget for overlap
- Leadership Academy
- Analyzed all positions
- Focused on knowledge and skills



citycounty insurance services
cisoregon.org



Lessons Learned

- Unknown to applicants
- Competitive salary
- Years to gain expertise
- Evolving expectations



citycounty insurance services
cisoregon.org



Next Steps

Cultivate Unity
Between Our
Mission and
Internal Culture



Maintain Job
Descriptions
and Skill Sets

Market Positioning



Develop and
Train

CREATING A STRONG WORKFORCE FOR THE FUTURE OF YOUR POOL

**JANIE MCCOLLISTER
HR MANAGER
OREGON POOL**

Challenges

In past 2 years, 11 CIS employees retired; in the coming 2 years, we estimate another 9-10 may retire

New hires with 10 or more years insurance claims experience, tell us it takes 3-5 years to learn public sector pooling claims

In a recent recruitment, there were 1,000+ “hits” on the ad; 11 applied, only 1 of the 11 qualified for the job

Insurance pooling is not known to applicants, and they perceive working in insurance as boring

Personnel laws making it challenging to hire out-of-state remote workers, and challenging to use internships

SOLUTIONS



Search applicant data bases and list serves to find passive candidates



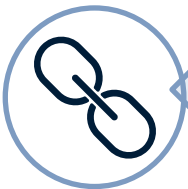
Go high tech/high touch –use HRIS software that takes the place of paper – candidate's lose interest if the recruitment takes too long



Make your career website and recruitment materials more engaging



Develop current staff – support staff participation at pooling-related conferences and the new pooling academy; create job-specific career matrices



Add NLC-RISC and AGRiP job board links to your website, and look at the NLC-RISC one-page recruitment “elevator speech” for ideas

Creating a strong workforce for the future of your pool

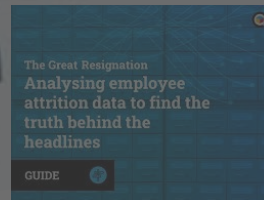
An Overview

David Demchak, ARM
CIRMA President & CEO

Pamela Keyes, ARM
Senior Vice President, Business Intelligence & Risk Management

The great disruptor

The work world looks different, so we took a different look.



THE GREAT RESIGNATION

40%
of employees are
considering resigning

70%
of employers are
struggling to find talent

Acquiring & retaining top talent

Actionable strategies for the new work world



CHALLENGE

Remaining relevant in a competitive and ever-evolving employment market.



SOLUTIONS

- Leverage core attributes
 - Community-based
 - Leverage entrepreneurial culture and mindset
 - Offer an intentional and broad learning experience to diminish siloes
 - Provide access to leadership
- Offer flexible/hybrid remote working arrangements
- Expand geographical footprint
- Prioritize promoting from within
- Implement tailored sponsorship programs
- Evaluate, understand, and optimize your compensation, benefits, and performance management program
- Operationalize and maximize DEI strategies
- Provide growth opportunities; e.g. job shadowing

Acquiring & retaining top talent

Actionable strategies for the new work world



CHALLENGE

Managing employee attrition due to record-high retirement levels.



SOLUTIONS

- Broaden recruitment strategies to include:
 - Internships
 - Hiring experienced professionals
- Leveraging networks
- Engaging recruiters
- Considering non-insurance professionals
- Reconsider and assess true needs for academic credentials; ask: is a four-year-degree essential?

Acquiring & retaining top talent

Actionable strategies for the new work world



CHALLENGE

Students/graduates typically do not pursue careers in the insurance industry and have little exposure to pooling.



SOLUTIONS

- Cultivate relationships with targeted higher-education institutions
- Target education institutions that offer insurance and risk management curriculum
- Attend college fairs
- Brand and leverage pooling attributes
- Leverage core attributes