



Hudson Insurance Group – Hudson Crop
Position Description

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| Name: | | Prepared By: | Michelle VanLaningham |
| Position Title: | Regional Processing Manager | Prepared Date: | May 11, 2011 |
| Reports To: | Vice President, Processing | Approved By: | |
| Department: | Processing | Approved Date: | |
| Division: | Hudson Crop | Location: | Overland Park, KS |
| SBU Code | | Position Code: | |
| FLSA Code: | | Date of Hire: | |
| New Position: | | Reports To: | |

Summary:

The Regional Processing Manager is responsible for the management of personnel and the accurate, efficient, timely and consistent completion of all related functions with crop insurance processing. This includes the review, underwriting and processing of business within the established company, state and federal guidelines, and the development of processing business plans to support the service strategies of the Company. These duties require considerable judgment to work independently toward general results, which includes devising new or modifying and adapting existing methods and techniques to meet new or unusual requirements, and to make decisions guided by precedent and within established guidelines.

Essential Duties:

1. Oversees day-to-day functions of the Processing Department within the Regional Office. Responsible for the development and implementation of department business plans to establish goals, meet deadlines, and provide service for all product lines.
2. Supervises the applicable Regional Office staff, including, but not limited to, hiring of staff, management of performance-related issues, and the completion of performance appraisals.
3. Approves claims as needed, and oversees processing of claims.
4. Monitors department and FCIC reports for processing related activities to maximize administrative and expense reimbursement.
5. Ensures compliance with Corporate, Crop Processing Department, and state and federal policies and procedures.
6. Assures applicable office staff is trained in MPCl, Crop Hail, and Named Peril processing, and payment of Claims.
7. Communicates with and supports other Company departments in reviewing and maintaining profitability of Crop Operations through problem identification and resolution in the Processing Department.
8. Conducts regular meetings with assigned staff on a regular basis to review procedures, objectives and service.
9. Monitors monthly expenditures in comparison to the budget.
10. Demonstrates strong leadership skills including delegation, decision-making, problem solving, follow-up and leading by example.
11. Demonstrates a focus on and is accountable for results, customer service, achieving departmental objectives, strong work ethic and maturity.
12. Actively demonstrates strong interpersonal skills in the management of assigned staff, including communication, providing appropriate feedback, effectively resolving conflicts, effectively managing meetings and special projects and maintaining motivation and morale.
13. Manage and maintain storage of historical, current and cancelled documents, including imaging, as applicable to the Regional Office.
14. Coordinates special projects as assigned by senior management.
15. Attends and participates in regional and industry meetings as necessary.

Job Requirements:

1. Knowledge of PC's and Windows-based applications required.
2. Excellent verbal and written communication skills required.
3. Excellent analytical and problem solving skills required.
4. Ability to analyze budgets, profitability, and operational costs.
5. Ability to handle multiple priority tasks concurrently.
6. Ability to exhibit flexibility and adaptability.
7. Excellent follow through capabilities.
8. High level of detail orientation.
9. Ability to travel by car or plane.
10. Excellent organization and time management skills.
11. High degree of credibility and integrity.
12. Ability to perform under deadlines, which are subject to change and have short time constraints.
13. Ability to make presentations to large and small groups.
14. Valid driver's license and good driving record required.
15. Knowledge of management methods and the ability to apply that knowledge by effectively working with staff members, including organization management, and the ability to prioritize projects.

Education:

1. Bachelor's Degree in business related area or equivalent technical work experience required.
2. 5 to 7 years of crop insurance/MPCI experience and a minimum of 4 years management experience of a large department or staff.
3. Must have completed specified training program, applicable to Processing Supervisor position.
4. Working knowledge of Human Resource policies in performance management, salary administration, and employee relations.
5. Broad knowledge of information technology including crop insurance application with an understanding of project planning and control, resource scheduling and multi-project management.
6. Agricultural background helpful.

Supervisory Responsibilities:

Supervision Received – receives oral and written instructions from the National Processing Manger, other Senior Management for Hudson Insurance Group and bulletins from FCIC/NCIS. Work is monitored through budgets, processing reports, and compliance reviews. May include audits by FCIC.

Supervision Given – has full discretionary authority to assign work; correct and discipline; recommend pay increases, transfers, promotions, and discharges; and answer grievances for processing staff.

Working Relationships:

1. Daily contact with other departments. Occasional to frequent contact with operational staff, Human Resources, Mail Services personnel, etc.
2. Contact with personnel from national Crop Insurance Services, Federal Crop Insurance Corporation, company Regional Managers, agents, insureds, and other company representatives.