



POSITION DESCRIPTION

Position: Assessor
Location: Christchurch
Reporting to: Field Office Manager
Issue Date: October 2011

EQC's purpose

The Earthquake Commission (EQC) is a Crown entity whose key responsibilities are to:

1. Provide insurance of residential property against loss or damage caused by earthquake, volcanic eruption, hydrothermal and geothermal activity, tsunamis and natural landslips, to properties insured against fire in accordance with the Earthquake Commission Act 1993. Land is also insured against the above hazards as well as storm or flood.
2. Administer the Natural Disaster Fund (the NDF), including its investment and reinsurance.
3. Facilitate research and education about matters relevant to natural disaster damage and its mitigation.
4. Following the Canterbury earthquakes of 4 September 2010 and 22 February 2011 EQC, at the Government's direction, has two additional responsibilities:
5. Project manage, through a contract with Fletcher Construction, the residential rebuild of Christchurch and affected areas of Canterbury
6. Arrange for and monitor, on behalf of the Crown, additional land remediation activities to certain parts of Christchurch and Waimakariri districts. This reflected a Cabinet decision that some land badly damaged by the September 2010 Canterbury earthquake should be remediated to a greater degree than EQC must do to settle claims under the EQC Act.

Context

EQC will be changing rapidly and continuously over the next two to three years. The organisation will "flex" as it as it moves from a response phase to a recovery and repair phase. This is likely to involve:

- Phase 1: Initial response and expansion (completed)
- Phase 2: Optimise claims management (next 8 weeks to 9 months)
- Phase 3: Repair management (next 2 months to 3 years primarily through external PMO)
- Phase 4: Review of performance (e.g. preparation for select committees, formal inquiries) and reversion to steady state, (12 to 24 months on)

Other key activities will be taking place throughout each of these phases –coordination with CERA and other lead agencies for Canterbury land repairs, fund management (liquidation of \$1.5bn global equities and rebalancing back to benchmark), interface with global reinsurance markets, public communication and education.



Purpose of the Position:

The purpose of this position is to provide assessing services to the Earthquake Commission. The work entails assessing at EQC field offices as and when required and providing information to the general public of New Zealand about the Earthquake Commission.

Working Relationships

Internal:

- Event Manager
- Operations Manager
- Field Office Manager
- Field Office Supervisors
- Pod Leaders
- EQC Corporate staff

External:

- General Public
- Customers

Key Accountabilities:

Key Result Area	Key Accountabilities
Assessing	<ul style="list-style-type: none">• Site visit and field assessment, delivering best assessing practice on all claims to ensure quality, accurate, and cost effective outcomes are provided to all claimants, internal and external, within agreed timeframes• Manage claimant expectations, ensure minimised claims cost leakage, and provide enhanced service levels• Deliver factual, concise, and professional reporting to claims, via EQC's ClaimCenter program, in a timely manner, that clearly identifies and explains all relevant information to reflect or facilitate informed decisions being made• Provide sound advice/reports on imminent risk, as defined under the EQC Act 1993.
Availability	<ul style="list-style-type: none">• Manage time, resources and workloads, while working to meet agreed objectives and productivity KPIs as well as ensuring the cost effective delivery of property assessing services• Attend at EQC field offices on agreed rotations. Where necessary arrange or



	<p>carry out site visits, to attend to and alleviate immediate customer needs</p> <ul style="list-style-type: none"> • Support EQC’s response to catastrophe and weather events, by working the agreed hours, and/or travelling to any part of the country as delegated.
Health and Safety	<ul style="list-style-type: none"> • Support all Health and Safety guidelines and requirements • Comply with all legislative and regulatory requirements, and report any breaches as soon as they become know

Personal Specifications

Technical/Professional Knowledge and Experience

- Preference will be given to assessors that have previously worked in an EQC field office.
- Familiar and comfortable with the use of technology such as iPads
- Well-developed organisational skills and time management skills with a willingness to be flexible in accepting changed priorities
- Well-developed understanding of the Earthquake Commission Act
- Strong decision making skills and the ability to clearly explain the rationale used to reach an outcome
- Excellent oral communication skills, including superb listening skills
- Ability to compile reports and with minimal supervision
- Ability to remain calm when faced with adversity

Key Competencies:

The role specific competencies highlight the behavioural and technical skills important for “success” in this position.

Competencies	Description of behaviours
Interpersonal Savvy	<ul style="list-style-type: none"> • Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation • Builds appropriate rapport • Builds constructive an defective relationships • Uses diplomacy and tact • Can diffuse even high-tension situations comfortably
Decision Quality	<ul style="list-style-type: none"> • Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement • Sought out by others for advice and solutions • Quickly establishes which issues/opportunities can be managed and which need to be escalated
Written Communications	<ul style="list-style-type: none"> • Is able to write clearly and succinctly in a variety of communication settings and styles • Can get messages across that have the desired effect



Integrity and Trust	<ul style="list-style-type: none">• Is widely trusted• Is seen as a direct and truthful individual• Can present the unvarnished truth in an appropriate and helpful manner• Keeps confidences• Admits mistakes• Doesn't misrepresent him/herself for personal gain.
Customer Focus	<ul style="list-style-type: none">• Is dedicated to meeting the expectations and requirements of internal and external customers• Gets first-hand customer information and uses it for improvements in products and services• Acts with customers in mind• Establishes and maintains effective relationships with customers and gains their trust and respect

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