



New Jersey Schools Insurance Group  
6000 Midlantic Drive, Suite 300 North  
Mount Laurel, New Jersey 08054  
[www.njsig.org](http://www.njsig.org)

Request for proposals: C-2017-0008;  
C-2017-0009

## Questions regarding the RFP and Answers

April 28, 2017

Question 1: Hi, is it possible to send this RFP to [vendor]? Our organization specializes in temp/contract staffing, direct hire, IC management and other services.

Answer: A copy of the RFP is available on NJSIG's [website](http://www.njsig.org).

Question 2: Should we send each question individually or should we submit all questions at once?

Answer: You may submit questions either individually or in groups.

Question 3: Your response to our questions are very important to how we respond to your Request for Proposal. Would you consider publishing answers to questions prior to 4/28 to give proposers time to craft and mail their best response to reach you by 5/5?

Answer: No; however, we will take this feedback into account when scheduling future requests for proposals.

Question 4: Is there any current incumbent who currently provides the similar services? If so, could you please provide us the Incumbent Name, Current Number, and Value of the project?

Answer: Yes, NJSIG has several current incumbent vendors. These include Contemporary Staffing Solutions, Inc. and Premier Search Associates. NJSIG has budgeted up to \$112,520 for temporary staffing and direct hire services, and up to \$30,670 for recruiting services for the 2017/2018 fiscal year.

Question 5: What will be estimate amount of this project?

Answer: NJSIG has budgeted up to \$112,520 for temporary staffing and direct hire services, and up to \$30,670 for recruiting services for the 2017/2018 fiscal year.

Question 6: Page 9, Section 3: Is it possible to receive job descriptions for the insurance claims and underwriting positions?

Answer: Yes, see the attached examples.

Question 7: Page 10 Section 3: What type of on-demand background screens are necessary and who absorbs the cost?

Answer: Yes, these services are conducted on-demand and may be billed back to NJSIG at cost, including any vendor discounts

Question 8: Page 10 Section 3: Are drug screens conducted on-demand? If so what type (5 or 10 panel) and who absorbs the cost?

Answer: Yes, these services are conducted on-demand (ten panel) and may be billed back to NJSIG at cost, including any vendor discounts.

Question 9: Page 11 4.5.1: While we have a [local branch office], our corporate office is based in [a different state] where our officers reside. The Affidavit of Moral Integrity and Affidavit of Non-Collusion ask for a Notary Public to sign from the State of NJ to witness. Please

confirm we can change this Notary to [a different state] where the documents will be signed by the proper authority.

Answer: Yes.

Question 10: Page 12 Section 4.5.3/4.5.4: IF these forms are not applicable, do they need to be returned with a statement they are not relevant or do we eliminate them from our response?

Answer: With regard to the Disclosure of investigations/actions involving proposer, please specify if none. With regard to the Subcontractor Utilization Plan, this form should only be completed if proposer intends to subcontract.

Question 11: Page 14, Section 4.6.2: can we submit an exact sample of our Certificate of Insurance?

Answer: Yes.

Question 12: Page 20, Section 5: Is as Bond required for the contract?

Answer: No.

Question 13: On average, how many temporary workers do you have on average at one time?

Answer: NJSIG is currently utilizing three temporary staffing agents.

Question 14: What is your current mark-up for temporary and payrolled employees?

Answer: Historically, NJSIG's standard percentage factor markup for temporary staffing agents was between 40% and 50%.

Question 15: Will you transition current temporaries if new vendors are chosen?

Answer: No.

Question 16: How many full-time positions were filled by recruiters in 2016?

Answer: Two positions were filled by recruiters in fiscal year 2016/2017.

Question 17: Are there performance guarantees the proposers must meet?

Answer: No bond is required to submit a proposal in response to this solicitation.

Question 18: What are your current challenges?

Answer: NJSIG has approximately seventy-five (75) full-time employees, and periodically has the need for temporary staffing, direct hire and recruiting services in its Departments, including, but not limited to the Claims Department and the Underwriting Department.

Question 19: Why are you going out to bid at this time?

Answer: NJSIG is required to solicit proposals periodically in accordance with the Public School Contracts Law.

Question 20: What is your payment method?

Answer: Invoice net 30.

Question 21: Which temporary staffing positions are needed? Please specify which positions are needed (IT positions or Non-IT positions)?

Answer: See the attached examples.

Question 22: Do we need to submit the Certificate of insurance as a part of our response?

Answer: A Response must evidence ability to protect NJSIG from errors and omissions. The Respondent(s) must present evidence of current insurance in the form of a Certificate of Insurance or a letter from its insurance broker that the specific Professional Liability Insurance required by this RFP can be obtained. The Response must include the requested evidence of insurance and financial capacity as indicated.

Question 23: How many vendors received this request for RFP?

Answer: Unknown, this request for proposals was published in accordance with the Public School Contracts Law.

Question 24: How many vendors do you plan to award preferred supplier status?

Answer: The intent of this procurement is to make a Primary, Secondary and Tertiary award in: Temporary Staffing, Direct Hire (C-2017-0008); and in Recruiting Services (C-2017-0009). The Primary Contractor must provide NJSIG with the requested personnel within one (1) week from either a written, fax or e-mail request. If the Primary Contractor fails to provide said personnel within the specified time period, NJSIG can then proceed to the Secondary Contractor. Secondary Contractor must provide NJSIG with the requested personnel within one (1) week from either a written, fax or e-mail request. If the Primary Contractor fails to provide said personnel within the specified time period, NJSIG can then proceed to the Tertiary Contractor.

Question 25: Would you award a MSP agreement for a firm to manage all temporary staffing if they propose a competitive pricing plan, and if that firm is capable of staffing all positions?

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Question 26: How many temporary staffing vendors do you currently have?

Answer: One.

Question 27: Have you contracted for Special Education Related Services in the past? What was the spend on the previous contract(s)?

Answer: No. Not applicable.

Question 28: What was the solicitation number/title on the RFP for the current awarded contract (if applicable)?

Answer: Not applicable.

Question 29: Do you have a budget estimate for 2017-18, and if so, what is it?

Answer: NJSIG has budgeted up to \$112,520 for temporary staffing and direct hire services, and up to \$30,670 for recruiting services for the 2017/2018 fiscal year.

Question 30: What is/are the current hourly pay rate and/or yearly salary for each position being requested? How many days of vacation and sick time do they receive?

Answer: See the attached examples. Benefits, including vacation and sick time are the responsibility of the proposer.

Question 31: In regards to supervision, what type of oversight is provided by the school?

Answer: These temporary staffing agents are for use by NJSIG, not NJSIG's member school districts. Temporary staffing agents will report to a NJSIG Manager or Supervisor.

Question 32: How are awarded firms notified of individual needs for providers?

Answer: The intent of this procurement is to make a Primary, Secondary and Tertiary award in: Temporary Staffing, Direct Hire (C-2017-0008); and in Recruiting Services (C-2017-0009). The Primary Contractor must provide NJSIG with the requested personnel within one (1) week from either a written, fax or e-mail request. If the Primary Contractor fails to provide said personnel within the specified time period, NJSIG can then proceed to the Secondary Contractor. Secondary Contractor must provide NJSIG with the requested personnel within one (1) week from either a written, fax

or e-mail request. If the Primary Contractor fails to provide said personnel within the specified time period, NJSIG can then proceed to the Tertiary Contractor.

Question 33: How many providers are you seeking total?

Answer: The intent of this procurement is to make a Primary, Secondary and Tertiary award in: Temporary Staffing, Direct Hire (C-2017-0008); and in Recruiting Services (C-2017-0009). The Primary Contractor must provide NJSIG with the requested personnel within one (1) week from either a written, fax or e-mail request. If the Primary Contractor fails to provide said personnel within the specified time period, NJSIG can then proceed to the Secondary Contractor. Secondary Contractor must provide NJSIG with the requested personnel within one (1) week from either a written, fax or e-mail request. If the Primary Contractor fails to provide said personnel within the specified time period, NJSIG can then proceed to the Tertiary Contractor.

Question 34: What will the schedule of the providers be?

Answer: The intent of this procurement is to make a Primary, Secondary and Tertiary award in: Temporary Staffing, Direct Hire (C-2017-0008); and in Recruiting Services (C-2017-0009). The Primary Contractor must provide NJSIG with the requested personnel within one (1) week from either a written, fax or e-mail request. If the Primary Contractor fails to provide said personnel within the specified time period, NJSIG can then proceed to the Secondary Contractor. Secondary Contractor must provide NJSIG with the requested personnel within one (1) week from either a written, fax or e-mail request. If the Primary Contractor fails to provide said personnel within the specified time period, NJSIG can then proceed to the Tertiary Contractor.

Question 35: Section 4.5.6 references a “business registration certificate (or interim registration) from the Division of Revenue.” We would like to request more details about this certificate or an example. Is this a business license? Does it need to be from a New Jersey Division of Revenue?

Answer: Yes, this is a business registration certificate required by N.J.S.A. 52:32-44. For more information regarding obtaining a business registration certificate, please visit the State of New Jersey, Department of the Treasury, Division of Revenue and Enterprise Services [website](#).

Question 36: On page 2 and 3 of the ownership disclosure form, Section 2.1 gives a place to provide the information for the Individuals who maintain ownership of the corporation. There are two owners at [vendor.] Should we copy the pages to provide the second owner's information or only provide one owner's information?

Answer: Yes, you should copy the pages as needed to provide information on all owners.

Question 37: On page 3 of Ownership Disclosure Form, section 2.2, is this space asking if there are other people who have a financial interest besides the 2 owners listed in section 2.1?

Answer: Section 2.2 inquires as to whether any partnerships or corporations own a 10% or greater interest in the proposer.

Question 38: If we do not use subcontractors, do we need to complete the Subcontractor Utilization Plan?

Answer: No.

Question 39: What is the volume potential and markets needed.

Answer: The markets needed include Claims, Underwriting, Information Systems, Clerical and Accounting. NJSIG does not guarantee any minimum or maximum volume activities.

Question 40: What are the job descriptions of the talent needed.

Answer: Yes, see the attached examples.

Question 41: Is OFCCP compliance a requirement?

Answer: No; however, compliance with N.J.S.A. 10:5-31, et seq. and N.J.A.C. 17:27 is required. OFCCP compliance may also satisfy



the above requirements if the proposer has a Letter of Federal Affirmative Action Plan Approval.

Question 42: How many suppliers are they currently utilizing and what are they looking to streamline to?

Answer: NJSIG is currently utilizing several providers for these services. The intent of this procurement is to make a Primary, Secondary and Tertiary award in: Temporary Staffing, Direct Hire (C-2017-0008); and in Recruiting Services (C-2017-0009). The Primary Contractor must provide NJSIG with the requested personnel within one (1) week from either a written, fax or e-mail request. If the Primary Contractor fails to provide said personnel within the specified time period, NJSIG can then proceed to the Secondary Contractor. Secondary Contractor must provide NJSIG with the requested personnel within one (1) week from either a written, fax or e-mail request. If the Primary Contractor fails to provide said personnel within the specified time period, NJSIG can then proceed to the Tertiary Contractor.

Question 43: Spend in 2016?

Answer: NJSIG has spent approximately \$34,483 for temporary staffing and direct hire services, and \$26,798 for recruiting services for the 2016/2017 fiscal year to date.

Question 44: Automated requisition process?

Answer: The intent of this procurement is to make a Primary, Secondary and Tertiary award in: Temporary Staffing, Direct Hire (C-2017-0008); and in Recruiting Services (C-2017-0009). The Primary Contractor must provide NJSIG with the requested personnel within one (1) week from either a written, fax or e-mail request. If the Primary Contractor fails to provide said personnel within the specified time period, NJSIG can then proceed to the Secondary Contractor. Secondary Contractor must provide NJSIG with the requested personnel within one (1) week from either a written, fax or e-mail request. If the Primary Contractor fails to provide said personnel within the specified time period, NJSIG can then proceed to the Tertiary Contractor.

Question 45: Will all suppliers receive the requisitions at the same time or are they looking for a tiered process?

Answer: The intent of this procurement is to make a Primary, Secondary and Tertiary award in: Temporary Staffing, Direct Hire (C-2017-0008); and in Recruiting Services (C-2017-0009). The Primary Contractor must provide NJSIG with the requested personnel within one (1) week from either a written, fax or e-mail request. If the Primary Contractor fails to provide said personnel within the specified time period, NJSIG can then proceed to the Secondary Contractor. Secondary Contractor must provide NJSIG with the requested personnel within one (1) week from either a written, fax or e-mail request. If the Primary Contractor fails to provide said personnel within the specified time period, NJSIG can then proceed to the Tertiary Contractor.



## **Workers' Compensation Claim Representative**

**Grade: 13**

**Reports to:** WorkersqCompensation Claims Supervisor **Department: Claims**

**Classification:** Exempt

**Division:**

**Date:** April 17, 2017

**Approved:**

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### **POSITION SUMMARY:**

Investigate, evaluate, reserve, negotiate and settle assigned claims in accordance with Best Practices. Provide quality claim handling and superior customer service on assigned claims, while engaging in indemnity and expense management. Promptly manage claims by completing essential functions including contacts, investigation, damage developments, evaluation, reserving, litigation management, and disposition.

### **ESSENTIAL FUNCTIONS:**

1. Timely coverage analysis and communication with insured based on application of policy information, facts or allegations of each case.
2. Investigate each claim through prompt contact with appropriate parties such as policyholders, accounts, claimants, law enforcement agencies, witnesses, agents, medical providers and technical experts to determine the extent of liability, damages, and contribution potential.
3. Arrange for the payment of medical bills, temporary and permanent disability compensation, and death benefits.
4. Maintain claim files, have an effective diary system, and document claim file activities in accordance with established procedures.
5. Provides information to employees about workers' compensation benefits.
6. Advises employers on the proper management and impact of workers' compensation claims. Explains operation of alternate light duty programs.
7. Keep effective diary management system to ensure that all claims are handled timely. At required time intervals, evaluate liability and damages exposure, and establish proper indemnity and expense reserves.
8. May attend depositions, mediations, arbitrations, pre-trials, trials and all other legal proceedings, as needed. Update appropriate parties as needed, providing new facts as they become available, and their impact upon the liability analysis and settlement options.
9. Authorizes hospitalization, surgery, and other types of treatment as required.



## **Workers' Compensation Claim Representative**

**Grade: 13**

**Reports to:** Workers' Compensation Claims Supervisor **Department:** Claims

**Classification:** Exempt

**Division:**

**Date:** April 17, 2017

**Approved:**

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10. Approves benefit payments as well as payment of medical and legal expenses.
11. Assists legal staff as required in handling litigated claims, and follows up on subrogation claims. Prepares release forms and other legal documents as necessary.
12. Computes permanent disability ratings.

### **QUALIFICATIONS:**

1. Completion of a certificate course in workers' compensation administration preferred.
2. At least two years' experience as a workers' compensation claims technician processing claims under supervision.
3. Knowledge of state workers' compensation laws as well as the procedures and regulations of the state enforcement agency.
4. Knowledge of medical terminology and technical used in industrial cases.
5. Ability to write case histories, reports, and letters as required.
6. Ability to work with computer database systems to prepare reports as required.
7. Speaking ability to make presentations to employer and employee groups to explain general rules of compensation system as well as particular case situations.
8. Valid driver's license.

### **SUPERVISORY RESPONSIBILITY:**

This position has no supervisory responsibilities.

### **WORK ENVIRONMENT:**

This job operates in a professional office environment. The role routinely uses standard office equipment such as computers, phones, copy machines, and fax machines. Travel to other offices and client, carrier, and work sites as needed.



## **Workers' Compensation Claim Representative**

**Grade: 13**

**Reports to:** WorkersqCompensation Claims Supervisor **Department: Claims**

**Classification:** Exempt

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### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

### **SPECIALIZED KNOWLEDGE OR LICENSES:**

Must reside in the State of New Jersey.

### **OTHER DUTIES:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.



## Safety and Risk Control Consultant

**Grade: 14**

**Reports to:** Safety and Risk Control Manager

**Department:** Loss Control

**Classification:** Exempt

**Division:**

**Date:** April 7, 2017

**Approved:**

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### POSITION SUMMARY:

The Safety and Risk Control Consultant is responsible for working closely with both the reinsurers and NJSIG membership both strategically and tactically manage risk to minimize costs and support safe work environments at each client's location(s). This role provides a program of property and casualty inspections as required by the reinsurers participating in the NJSIG program. These inspections assess compliance with all applicable policies, procedures, state and federal regulations/standards and coverage policy requirements and provide summary reports and recommendations based on findings. Finally, the Consultant works closely with the client to provide guidance, recommendations, training and services to meet the objectives of managing risk to minimize cost and support safe work environments.

### ESSENTIAL FUNCTIONS:

- Perform physical site inspections of client's property in the NJSIG program and assess and document the findings.
- Identify and evaluate potential property and casualty loss situations and provide a summary report including recommendations for remediation to the Safety and Risk Control Supervisor, Safety and Risk Control Manager and to the client.
- Review proposed fire detection/alarm system installations and renovations at insured locations.
- Research codes and consensus standards federal and state regulations and other compliance requirements to ensure that proposed recommendations are appropriate and to provide additional guidance to the client, if needed.
- Influence and persuade client decision-makers that Safety is Job #1
- Demonstrate ability to self-manage schedule and correctly prioritize workload and tasks while spending 80% of the time on the road/at client sites/out of the office.
- Assist the client with the development and administration of the Safety Program; works closely with the client to ensure the program is administered appropriately and is effectively preventing loss and minimizing risk.
- Performs various tasks included in the Safety Program such as but not limited to: updating health and safety procedures, programs, manuals and policies, creating/updating safety training calendars, training/retraining employees/managers, recommending facility or equipment changes and/or promoting risk management tools.



## Safety and Risk Control Consultant

**Grade: 14**

**Reports to:** Safety and Risk Control Manager

**Department:** Loss Control

**Classification:** Exempt

**Division:**

**Date:** April 7, 2017

**Approved:**

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- Measures, monitors and follows up on submitted recommendations, program activities, etc. to meet the objective of managing risk to minimize cost and support safe work environments.
- Design and deliver seminars and training to membersqemployees on various topics in the areas of safety and risk management.
- Ensures clients are aware of and accessing all of NJSIG's risk control tools, training and expertise as outlined on the Loss Control @ A Glance brochure: NJSIG Training Academy, CPR/AED Training, Safety Assessment, etc.
- Provide clients with additional written loss control materials/information as needed.
- Conducts research and utilizes a variety of analytical tools and resources to prepare to prepare detailed statistical and administrative reports for clients, Safety and Risk Control Supervisor and Manager.
- Utilizes data, analytics and reports to educate and influence client through current and projected cost, trends and other information to support building a client culture of Safety is Job #1q
- Coordinates and communicates with brokers, as needed, to ensure broker is up to date on all aspects of the client's needs and to ensure a collaborative and productive relationship with NJSIG.

### OTHER FUNCTIONS:

- Upholds a high standard of ethics, business practices and professionalism, in order to positively represent and protect NJSIG's reputation and brand, at all times.
- Attends meetings as required.
- Adheres to company policies, procedures and guidelines.
- Other duties, as assigned.

### QUALIFICATIONS:

- Associates degree or equivalent work experience required. Bachelor's degree preferred.
- A valid driver's license, reliable transportation, strong sense of direction and demonstration ability to arrive on time is required.
- Minimum 3 years experience as a practicing safety or risk control professional.
- Experience with both in office and on-site visits with a variety of clients and work environments, is required.



## Safety and Risk Control Consultant

**Grade: 14**

**Reports to:** Safety and Risk Control Manager

**Department:** Loss Control

**Classification:** Exempt

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- Strong working knowledge of NJ building, safety and other codes and regulations including OSHA and NJ Workers Compensation required.
- Ability to research, reference, interpret and apply applicable codes, regulations and consensus standards required.
- Working knowledge of insurance and reinsurance including: workers compensation, EPLI, general liability, property, auto coverage and exposure, strongly preferred.
- Ability to handle multiple task in a high-volume, fast-paced environment.
- Excellent prioritization, organizational and follow-up skills.
- Strong analytical skills with an attention to detail.
- Ability to build strong, productive relationships with all levels in an organization and with clients, from entry level through senior leadership.
- Ability to exercise good judgement, exhibit a professional demeanor and mature, executive presence at all times, including under pressure, and persuade and influence others.
- Excellent interpersonal, written, and verbal communication skills.
- Self-starter, flexible, able to multi-task and handle responsibilities with minimal supervision.
- Good computer skills: Intermediate level in Word and Excel.

### **SPECIALIZED KNOWLEDGE OR LICENSES:**

- Must reside in the State of New Jersey.

Other knowledge and certifications listed below are strongly preferred:

- Working knowledge of: NJ Uniform Fire Code
- National Electric Code
- BOCA Code and Building Code
- National Fire Protection Association Standards (NFPA)
- New Jersey Administrative Code, Chapter 6 (NJAC)
- Life Safety Code
- PEOSHA
- National Board Inspection Code (Boilers)
- Black Seal License Course Materials
- Certified Safety Professional (CSP), Certified Loss Control Specialist (CLCS), Associate in Risk Management (ARM) or other risk management related designation preferred
- OSHA certification preferred





## Safety and Risk Control Consultant

**Grade: 14**

**Reports to:** Safety and Risk Control Manager

**Classification:** Exempt

**Date:** April 7, 2017

**Department:** Loss Control

**Division:**

**Approved:**

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### WORKING CONDITIONS:

Both in a professional office environment and outside in various weather conditions. This role routinely uses standard office equipment such as computer, phones, photocopies, filing cabinets and fax machines. Employees must be able to talk and hear. Employee is frequently required to stand, squat, walk, use his/her hands to fingers, handle or feel and reach with both hands and arms. Moderate physical activity required such as, but not limited to: moderate lifting, pushing, or pulling of objects up to 50 pounds. Physical work is a primary part (more than 60%) of job. Work environment involves some exposure to hazards or physical risks, which require following basic safety precautions. Work involves almost constant exposure to unusual elements, such as extreme temperatures, toxic chemicals, biohazardous materials, dirt, dust, fumes, smoke, and/or loud noises. Position hours are Monday-Friday during core office hours, but occasionally employee must be able to work flexible hours, including evenings and weekends. Travel to other offices and client, carrier, and prospect work sites as needed and occasionally overnight.

**NEW JERSEY SCHOOLS INSURANCE GROUP  
JOB DESCRIPTION**

**Title:** Assistant Underwriter

**Department:** Underwriting

**Reports to:** Underwriting Supervisor

**FLSA**

**Classification:**  Exempt  Non-exempt

**1. Summary:**

An Assistant Underwriter is responsible for providing research and clerical support to Underwriters and Senior Underwriters to aid in determining whether members qualify for coverage under the coverages offered by the New Jersey Schools Insurance Group. This position involves gathering financial and statistical loss information from members and potential members, and aiding Underwriters and Senior Underwriters writing quote proposals with information provided by the underwriter.

**2. Functions:**

- a. Accurately enter exposure data from renewal and new business applications into a database;
- b. Evaluates loss runs for severity, and/or frequency issues and communicate results to the underwriter;

- c. Utilizes knowledge of commercial lines automated systems to develop information for new or renewal policies;
- d. Prepares quotations for agents and answers questions from agents, policyholder, or prospects;
- e. Assists the Client Relations Staff with comments or questions about applications and the likelihood of membership in the New Jersey Schools Insurance Group; and,
- f. A full understanding of all coverages offered by the New Jersey Schools Insurance Group is necessary.

**3. Qualifications:**

- a. Bachelor's Degree, with a major in finance or business preferred, or five years' experience in the insurance industry in an underwriting capacity;
- b. Proficient with Microsoft Office;
- c. Licensed in the State of New Jersey as a Property Casualty Producer;
- d. Analytical and creative skills; and,
- e. Works well in a team environment.