



Loaned Executive Program Assignment Announcement

Senior Advisor, Customer Experience, FEMA

Description:

The U.S. Department of Homeland Security (DHS) Federal Emergency Management Agency (FEMA) seeks to bring in one or more Loaned Executive(s) to advise on the development of customer experience oriented policies, procedures, directives, and trainings associated with the National Flood Insurance Program (NFIP) Customer Experience Office.

The FEMA Federal Insurance and Mitigation Administration (FIMA) was established on November 29, 1993. FIMA manages the NFIP to reduce the impact of flooding on private and public structures. NFIP provides affordable flood insurance to property owners and encourages communities to adopt and enforce floodplain management regulations. Overall, the program reduces the socio-economic impact of disasters by promoting the purchase and retention of general risk insurance, but also specifically of flood insurance.

The FIMA Customer Experience Office was created in 2016 to drive the customer-focused transformation within the organization and its stakeholders.

Positions:

- **Product Redesign** - The Customer Experience Office seeks a loaned executive to provide recommendations for product improvement; provide insight into how the flood insurance product differs from other insurance offerings for critical customer journeys such as sign up, claims, and renewal; and align the NFIP product more closely with industry standard forms. FIMA is pursuing NFIP product redesign and enhancement opportunities to improve policyholder understanding of coverage, and the ease and speed of processes associated with the flood insurance product.
- **Claims Journey Redesign** - The Customer Experience Office seeks a loaned executive to provide the Write-Your-Own (WYO) and agent perspective on insurance industry best practices and insights on efforts to improve ease, speed, and customer understanding of the claims process.
- **Agent Relations and Outreach** - The Customer Experience Office seeks a loaned executive to provide key insights to inform its approach to engage and collaborate with these partners to align towards a common customer-focused vision, and create new opportunities to share industry best practices. FIMA is evaluating the end-to-end claims journey process to identify opportunities to better support disaster survivors.
- **IT & Data** - The Customer Experience Office seeks a loaned executive to provide insights into industry's data gathering practices, assist in identifying existing industry data sources and information sharing opportunities, and provide industry perspectives to inform FIMA's efforts to build near-term data processing capabilities and links to insurance systems data.

Length:

Each position is a six-month assignment with the option for a six-month renewal. During this time, the loaned executive(s) will serve as a subject matter expert for FEMA-FIMA.

Work Schedule:

The loaned executive (s) will work via temporary employment, as defined in 5 CFR § 304.102. The work schedule is full-time.

Component:

FEMA-FIMA

Location:

Washington, DC

Eligibility Requirements:

All candidates must have/be:

- Experience in the insurance industry or research elements associated with the insurance industry.
- Experience with flood insurance or other types of catastrophic or single-peril insurance is strongly preferred – to include policy underwriting, risk rating, sales, servicing, claims, or adjusting.
- Experience at the Executive level interacting, briefing, and collaborating on complex work efforts with public or private sector insurance or risk management experience.
- Strong oral & written communication skills
- Proactive and able to work well independently
- Strong collaboration & negotiation skills; a consensus-builder
- Strategic and tactical critical thinker
- Ability to identify and make recommendations to successfully address gaps/challenges

All candidates must also have/be:

- Be a U.S. citizen.
- Serve in a current senior-level operational management or related position, with a track record of building support for and influencing policy decisions as well as deploying sustainable risk, mitigation and resiliency capabilities.
- Have extensive private sector leadership experience in identifying and screening personnel in functional areas related to risk assessment, mitigation/preparedness and incident response.
- Meet DHS suitability clearance requirements. All clearance-related issues need to be resolved in advance of the actual assignment to ensure immediate operational engagement.

- This position requires the filing of a Confidential Financial Disclosure Report (OGE Form 450).

Application Deadline:

Open until filled.

Application Requirements and How to Apply:

To apply, please e-mail a resume with “Customer Experience” with the position name in the subject line to loanedexecutive@hq.dhs.gov.

Whom to Contact for Additional Information:

Karinda L. Washington at Karinda.Washington@hq.dhs.gov.

Additional Content:

In accordance with the Federal Acquisition Regulation (FAR) Subpart 9.5 and the Homeland Security Acquisition Regulation (HSAR) Subpart 3009.5 (48 CFR 30009.507), mitigation may not be possible if an organizational conflict of interest exists pertaining to the services provided pursuant to this assignment announcement. HSAR Clauses 3052.209-72 (Organizational Conflict of Interest) and 3052.209-73 (Limitation of Future Contracting) are applicable to this assignment announcement.