

STANDARD TASK ANALYSIS FORM

6/2/2011

Duty/Task:										
L-3 Maintain auto insurance policies										
STEPS (Required to Perform the Task)	PERFORMANCE STANDARDS (Observable & Measurable Criteria)	TOOLS, EQUIPMENT, SUPPLIES & MATERIALS (Needed)	REQUIRED KNOWLEDGE AND SKILLS (Math, Science, & Language)	SAFETY (Concerns)	WORKER BEHAVIORS (Important to Worker Success)	DECISIONS (Identify Decisions that Must be Made by the Worker)	CUES (Identify the Data Needed for Making Correct Decisions)	ERRORS (Indicate What May Result if Incorrect Decisions are Made)		
1 Review monthly or quarterly renewal statement from the insurance provider	1 Thoroughly reviewed statement to verify coverage and to identify payment due date	1 Statement	1 Communication skills, analytical skills, recordkeeping skills	1 N/A	1 Analytical, thorough, detail oriented	1 What is my premium amount that is due? When is it due?	1 Statement	1 Could have a lapse in coverage, would be in violation of state law		
2 Verify coverage is accurate as detailed on the statement	2 Verified coverage on each vehicle was accurate (notified agent if incorrect)	2 Statement	2 Analytical skills, recordkeeping skills	2 N/A	2 Analytical, thorough, detail oriented	2 Is the coverage on each vehicle accurate? Have I changed vehicles since the last payment? Are coverage revisions required for seasonal use of the vehicles (such as trucks during winter months)	2 Statement, time of year, new vehicle purchased or old one sold/traded	2 Will pay premiums are too high or too low, possible lapse in coverage		
3 Pay the premium	3 Paid the premium on time with appropriate tender	3 Check, money order, cash, credit card	3 Basic math skills	3 N/A	3 Timely, responsible	3 How much do I owe? When is it due? How will I pay it?	3 Statement, available funds	3 Could have a lapse in coverage, would be in violation of state law		
4 Keep proof of insurance cards in vehicles for display to law enforcement as needed	4 Maintained access to proof of insurance cards in vehicles	4 Vehicle, proof of insurance card	4 Recordkeeping skills	4 N/A	4 Conscientious, compliant	4 Where in the vehicle should the cards be kept?	4 Personal preference	4 Won't be in compliance with state law, could be fined		
Analyst: John Moser			Specific Relevant References:							
Expert Workers:			1 Vehicle insurance policy							
Al Welch										
Brad Bergefurd										