

## **CLASS TITLE: CHIEF OF INSURANCE, CONSUMER AND FILING SERVICES**

**Class Code: 02621700**

**Pay Grade: 37A**

**EO Code: A**

### **CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** Within the Department of Business Regulation (DBR), to be responsible for the work of a unit engaged in consumer, insurance and rate services; to be responsible for the examination and review of rating schedules and policy filings by insurers and to ensure compliance with the state's insurance laws and regulations; to assist in preparing, promulgating and implementing insurance regulations, standards, legislation, bulletins, orders and related documents; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the general supervision of a superior with wide latitude for the exercise of independent judgement; work is reviewed for conformance to laws, policies, regulations and instructions.

**SUPERVISION EXERCISED:** Supervises, plans, coordinates, assigns and reviews the work of professional, technical and clerical staff.

### **ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

Within the Department of Business Regulation (DBR), to be responsible for the work of a unit engaged in consumer, insurance and rate services.

To be responsible for the examination and review of rating schedules and policy filings by insurers and to ensure compliance with the state's insurance laws and regulations.

To assist in preparing, promulgating and implementing insurance regulations, standards, legislation, bulletins, orders and related documents.

To survey, analyze, monitor and adjudicate consumer complaints related to insurance.

To coordinate the activities of actuarial consultants and assist in the development and maintenance of minimum standards for insurance rate regulation.

To assist in preparing, promulgating and implementing insurance regulations, standards, legislation, bulletins, orders and related documents.

To be responsible for the supervision and review of policies, forms and rate filings related to insurance.

To ensure compliance with related laws, regulations and standards.

To professionally and effectively correspond with members of the public, their legal representatives, insurance agencies, companies and their representatives.

To supervise the processing of professional licenses related to the regulation of insurance.

To provide effective liaison support and to develop and maintain positive relationships with insurers to facilitate compliance with laws and regulations.

To supervise and participate in the review of rates, contracts and policy forms filed by insurers.

To schedule and assist in conducting public hearings involving insurance and assist in the preparation of hearing decisions.

To coordinate the activities of one or more sections with state agencies, departments and officials.

To train staff members in the methods and procedures involving insurance and rate services.

To be responsible for implementing a public information program.

To do related work as required.

### **REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGE, SKILLS, AND CAPACITIES:** A thorough knowledge of insurance laws and regulations; the ability to prepare, promulgate and implement insurance regulations, legislation, bulletins, orders, standards and related documents; the ability to apply such knowledge of insurance laws and regulations in order to survey,

analyze, monitor and adjudicate insurance complaints; a working knowledge of the duties performed by insurance actuarial principals; a working knowledge of insurance regulations used in the oversight and review of policies, forms and rate filings related to insurance; a working knowledge of contract law and the concept of risk in insurance; a working knowledge of the legal principals used in drafting insurance contracts and insurance contract terminology; a working knowledge of the products sold by insurers; the ability to apply knowledge of insurance laws and regulations to survey, analyze, monitor and adjudicate insurance complaints; the ability to apply knowledge of actuarial principals to coordinate their work and maintain minimum standards for insurance rate regulation; the ability to correspond effectively with members of the public, their legal representatives, insurance agencies, insurance companies and their representatives; the ability to oversee and coordinate the processing of professional licenses related to the regulation of insurance practices within the insurance industry; the ability to develop, sustain and improve relationships with insurers; the ability to provide liaison support to insurers, and to facilitate insurers' compliance with laws and regulations; the ability to coordinate, schedule and conduct public hearings and render decisions involving insurance issues; the ability to coordinate the activities of one or more sections within the Department of Business Regulation; the ability to supervise and train staff members of one or more sections in reviewing insurance policy and rate fillings; the ability to assume responsibility for implementing a public information program; and related capacities and abilities.

**EDUCATION AND EXPERIENCE:**

Education: Such as may have been gained through: possession of a Bachelor's Degree from a college of recognized standing including or supplemented by completion of courses in Business or Public Administration, Accounting, Law, Insurance or Mathematics; and

Experience: Such as may have been gained through: employment in a responsible supervisory position in the field of insurance including the monitoring and adjudication of consumer complaints and/or analysis of rating systems.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: April 1, 2018