

**CLASS TITLE: MARKET CONDUCT EXAMINER IN CHARGE**

**Class Code: 02620300**

**Pay Grade: 36A**

**EO: B**

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To plan, supervise and review the work of the crews of market conduct examiners engaged in conducting single or multi-state market conduct examinations including the four key market conduct areas which are: (1) sales and advertising; (2) underwriting; (3) rating; and (4) claims handling of insurance companies, fraternal beneficiary societies, hospital, medical, surgical and dental service corporations, licensed agents, rating organizations and other related licensees, wherever located, for the purpose of evaluating compliance with statutes and regulations relating to market conduct practices; to prepare market conduct examination reports; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the general supervision of a superior from whom assignments are received in general outline; work is reviewed usually in process or upon completion for conformity with law, established policies and instructions and with accepted principles and practices.

**SUPERVISION EXERCISED:** Plans, supervises and reviews, in process and upon completion, the work of the crews of market conduct examiners.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To plan, supervise and review the work of the crews of market conduct examiners engaged in conducting single or multi-state market conduct examinations of insurance companies, fraternal beneficiary societies, hospital, medical, surgical and dental service corporations, licensed agents, rating organizations and other related licensees, wherever located, for the purpose of evaluating compliance with statutes and regulations relating to market conduct practices.

To present findings of field examinations to officials of the organization being examined for the purpose of explaining violations of laws or regulations and to report results of conferences with such officials to superiors.

To participate in the conducting of market conduct examinations as required.

To appropriately supervise, modify and participate in the market analysis process utilizing the market conduct annual statement and/or other available information and data relevant to the compliance and performance of insurers and individuals doing business in the state.

To examine and verify compliance with state law in market conduct areas, including but not limited to sales and advertising, underwriting, rating and claims handling.

To review and compile the work product of the crew of market conduct examiners into an examination report and to write the examination report of the organization examined.

To maintain an effective liaison with company management through conferences or other communications.

To monitor the progress and hours worked on examinations to insure timeliness.

To provide on-the-job training of market conduct examiners.

To ensure professional conduct of examiners and to observe professional standards of conduct free from any impropriety and appearance of impropriety and avoid any situations or circumstances that may reasonably appear to influence independence, judgment or discretion.

To assist in the preparation of the division's annual report and other statistical data.  
To do related work as required.

## **REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPACITIES:** A thorough knowledge of the provisions of the state laws, regulations and policy guidelines as it relates to insurance companies, fraternal benefit societies, hospital, medical, surgical and dental service corporations, licensed agents, rating organizations and other related licensees; a thorough knowledge of the principles, methods and procedures used in the examination of the books, records, affairs and practices of such companies, societies, corporations, agents, organizations and licensees to verify compliance with statutes and regulations relating to market conduct practices including their dealings with policyholders and claimants; the ability to be the examiner-in-charge of such examinations and to write the examination report covering the scope and findings of the examination; the ability to plan, supervise and review the work of a crew of market conduct examiners engaged in making examinations of insurance companies, fraternal beneficiary societies, hospital, medical, surgical and dental service corporations, licensed agents, rating organizations and other related licensees; and related capacities and abilities.

## **EDUCATION AND EXPERIENCE:**

**Education:** Such as may have been gained through: graduation from a college of recognized standing with a Bachelor's Degree in Business Administration or a closely related field. Possession of designation of Certified Insurance Examiner (CIE) as designated by the Insurance Regulatory Examiners Society and/or other recognized insurance specific and/or financial designations preferred; and

**Experience:** Such as may have been gained through: considerable employment in a responsible position involving supervising personnel engaged in the performance of comprehensive market conduct examinations of insurance companies, fraternal benefit societies, hospital, medical, surgical or dental service corporations, licensed agents, rating organizations and other related licensees.

**SPECIAL REQUIREMENT:** If the qualified applicant possesses the designation of Certified Insurance Examiner (CIE) as designated by the Insurance Regulatory Examiners Society, applicant must maintain such designation to retain this position. If the qualified applicant does not possess such designation, applicant must attain the designation within 36 months of obtaining the position.

Class Created: February 20, 2005

Class Revised: March 10, 2013