

## CLASSIFICATION SPECIFICATION

<b>FLSA:</b>	<b>EX</b>	<b>Job Code:</b>	<b>ACV76563</b>
<b>Job Class Code:</b>	<b>010</b>	<b>Salary Schedule:</b>	<b>AREG</b>
<b>EEO Category:</b>	<b>02</b>	<b>Grade:</b>	<b>21</b>
<b>Workers Comp Code:</b>	<b>9410</b>		

<b>Job Code Established:</b>	<b>06/16/04</b>	<b>Effective Date:</b>	<b>06/16/04</b>
<b>Job Code Revised:</b>		<b>Effective Date:</b>	

**JOB CODE SERIES:** Insurance Series

**JOB CODE TITLE:** **INSURANCE CONSUMERS AFFAIRS INVESTIGATIONS ADMINISTRATOR**

**HRIS TITLE:** **INS CNSMR AFFAIRS INVGNS ADMR**

**CHARACTERISTICS OF THE CLASS:** Works under general direction of the agency director, exercises considerable independent judgment in accordance with established agency policies and procedures. Resolves problems and questions presented by subordinate staff regarding work processes, polices, organization or methods. Plans for better use of material and personnel resources in the consumer assistance and investigation division; examines materials, confers with superiors and staff; analyses, evaluates and makes determinations. Establishes and maintains work standards, procedures, methods and rules for a division of the work system. Writes policy and operating procedures for a division of the agency, subject to guidelines and regulations set forth by the director and by laws and regulations. Develops, reviews and makes adjustments in a long range plan. Directs, instructs and counsels subordinate personnel who are supervisors. Examines and evaluates insurance claims with complex backgrounds, unusual contracts or taxation complications as brought by claimants or companies for resolution. Conducts through audit of financial records of insurance companies and insurance agents; examines records, statements, documents and reports, as the result of consumer claimants. Composes correspondence dealing with subject matter in ways that call for considerable discretion, judgment and negotiation authority, replying to inquiries, presenting and requesting information. Composes instructions for effecting changed in work system policies and procedures. Testifies in court or in formal hearings as an expert witness. Performs related work as required.

**EXAMPLES OF DUTIES:** Manages and directs the activities of the Consumer Affairs and Investigation Division; reviews and assigns incoming complaints to consumer assistance and/or investigation staff; develops and implements Division policies and procedures; coordinates investigation activities with the agency's Hearings Division and the Attorney General's Office. Review and Respond to all complaints in accurate and timely matter. Develops and monitors expenditures from Division budget; schedules and prioritizes work schedules. Approves or disapproves staff recommendations for disciplinary action to be taken against insurance companies and/or agents; develops and implements Division policies and procedures; makes recommendations to establish and /or revise agency guidelines, rules and regulations. Completed investigation reports, to include recommendations for disciplinary action; completed review of and response to consumer complaints; completed work schedules for subordinate staff.

### **KNOWLEDGE, ABILITIES AND SKILLS:**

**Knowledge of:** Federal and State statutes and agency standards, policies and procedures applicable to the regulation of the insurance industry. Knowledge of civil and criminal investigations methods, procedures and techniques. Knowledge of administrative hearing procedures. Knowledge of administrative methods, procedures and techniques used in managing a major agency program having statewide impact.

**Skill/Ability in:** work management and work leadership. Skill/ability in interpersonal relationships as applied to contacts with insurance company representatives, insurance agents, subordinate staff and public. Skill/ability in analyzing and evaluating a wide variety of data, including consumer complaints, investigation reports and legal documents. Skill/ability in oral and written communications.

**SPECIAL SELECTION FACTORS:** None