

Specification for Class of

INSURANCE POLICY & COMPLIANCE ANALYST 2

Abolished Initially Effective January 13, 2006

Abolished Final Effective February 10, 2006

Definition: Within the Office of Insurance Commissioner (OIC), supervises Insurance Policy and Compliance Analyst 1's; OR designated in writing by the Deputy Commissioner as a technical specialist to perform ALL of the following duties; 1) develops, analyzes and recommends division procedures for productivity and quality control, 2) determines training needs and conducts training sessions for Insurance Policy and Compliance Analysts, 3) provides analysis and review of files to determine the merits of an action or issue, and approves for referral to another division or agency.

Typical Work

Supervise up to 10 Insurance Policy & Compliance Analyst 1; may supervise one or more support staff;

Participate in the interviewing and hiring process for Insurance Policy & Compliance Analyst 1 candidates and support staff;

Plan, schedule and allocate staff assignments and workload, assuring a smooth and efficient flow of work;

Monitor the quality and quantity of work performed; perform quality assurance reviews of work assignments;

Assess training needs of staff; arrange training opportunities and provide on-the-job training as required;

Prepare timely staff performance appraisals and/or reports to management;

Evaluate rules as applied to the work at hand and suggest changes; perform bill analysis and assist in drafting technical advisories and proposed rules;

Represent the Division on boards and committees examining insurance issues, both within and outside of the agency;

Analyze policies, rates and programs submitted by companies writing unusual coverage or special classes of insurance business;

Analyze case files and filing data to discover complaint trends or patterns of unfair, unequitable or unlawful insurance practices; prepare file and recommend refer of such practices for enforcement action;

When appropriate, review and approve referral of individual case and filing investigations for enforcement actions;

Analyze Insurance practices, contract filings, rate filings, and rules. Advise insurance industry professionals and/or the public and their representatives based on the analysis;

Research and investigate the most complex filings or inquiries that involve new laws, regulations or departures in industry practices, as well as handle a generalized assigned filing or inquiry caseload;

Speak at community meetings and forums concerning insurance issues;

Educates the public on insurance related issues;

Performs other work as required.

Knowledge and Abilities:

Knowledge of: general law, insurance law and the Washington State Administrative Code, as well as familiarity with the operations and practices of the insurance industry; the principles of supervision and merit system rules.

Ability to: analyze and resolve problems; effectively relate to individuals and groups; negotiate amicable settlements; plan, organize and direct the work of staff.

Minimum Qualifications: A Bachelor's degree and four years of professional experience in one or more of the following; 1) ensuring compliance with governmental statutory and regulatory requirements, 2) work as an investigator or negotiator handling consumer or contractual-related issues, 3) professional work in one or more lines of insurance. OR

Two years of experience as an Insurance Policy and Compliance Analyst 1 or equivalent.

Additional qualifying experience may substitute, year for year, for education.

New class (replaces Insurance Policy and Rate Analyst 2 and Insurance Compliance Officer 2): 7-13-01