

**DESCRIPTION:** Under immediate supervision, is trained to perform entry-level professional work in market conduct continuums including: office-based information gathering, interviews with insurance companies, targeted information gathering, correspondence, policy and procedure reviews, interrogatories, desk audits, on-site audits, investigations and examinations of insurance companies, resident producers, brokers, non-resident producers, third-party administrators, insurance agencies and other regulated entities to ensure compliance with applicable laws and regulations; performs related work as assigned.

**DISTINGUISHING CHARACTERISTICS:** (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the first of two levels in the Insurance Market Conduct Examiner series. This class is utilized as a training class, where incumbents perform work under direct supervision of the examiner in-charge. The limited nature of the assigned work, on-the-job training and guidance received distinguish this level from the Insurance Market Conduct Examiner II. Incumbents allocated to this level are understaffing the Insurance Market Conduct Examiner II and are expected to attain the knowledge and skills to be assigned work at the full performance level within one year.

**EXAMPLES OF WORK:** (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Assists in the review of insurance company records and procedures to ensure company and agent compliance with applicable statutes, rules, regulations, guidelines and contract provisions.

Assists in the evaluation of an insurance company's handling of operations, complaints, marketing and sales, producer licensing, policyholder service, underwriting, and claims to ensure compliance with applicable statutes, rules, regulations, guidelines, and contract provisions.

Recommends changes in company policies and procedures to comply with applicable statutes, rules, regulations, and guidelines and to improve company operations.

Compiles reports, work papers, and write-ups to document work performed to submit to Examiner in Charge for integration in the Report of Examination.

Assists in investigation of insurance producers and insurance agencies to determine compliance with insurance statutes and regulations.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:** (These are needed to perform the assigned work.)

Knowledge of: Insurance industry practices and processes including functional operations such as advertising, marketing, underwriting, rating, claims handling, complaint handling and policyholder service; statistics; insurance principles; Nebraska Revised Insurance Statutes; Department of Insurance Rules and Regulations; National Association of Insurance Commissioner Market Regulations Handbook; and Microsoft Windows, Word, Access, Excel and Power Point.

## X21711 – INSURANCE MARKET CONDUCT EXAMINER I (continued)

Ability to: analyze data; write reports; apply State insurance statutes and Department of Insurance rules and regulations, NAIC guidelines and court decisions; research Nebraska Revised Insurance Statutes, Department of Insurance Rules and Regulations and the National Association of Insurance Commission Market Regulations Handbook as they relate to various insurance company transactions or procedures; Analyze insurance policies and contractual language; communicate effectively with insurance company officials, agency staff, and outside legal representatives; work as a team member on examination team; operate computers, calculators and other office equipment; and utilize audit software and various company computer systems.

**MINIMUM QUALIFICATIONS:** (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Bachelor's degree in finance, statistics, mathematics, economics or accounting, or related field and current experience working in the insurance industry in life and health or property and casualty.

### **SPECIAL NOTES:**

Specific positions in this class may require an employee to possess a valid driver's license or the ability to provide independent authorized transportation in order to perform work-related travel.

Overnight travel both in and out of state may be required.

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).