

Click one of these links to see the Job Description for that class:

Job Code	Job Title
X21711	Insurance Market Conduct Examiner I
X21712	Insurance Market Conduct Examiner II

INSURANCE MARKET CONDUCT EXAMINER

X21711 & X21712

Insurance Market Conduct Examiner I

X21711

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 work assigned.)

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.

Ability to: 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 business or related field AND one year of experience in insurance industry or insurance regulation or related field; OR, associate degree in business or related field and one year of experience in insurance industry or insurance regulation or related field; OR, three years' experience working in insurance industry or insurance regulation or related field.

[Return to Specification List](#)

Insurance Market Conduct Examiner II

X21712

[DESCRIPTION:](#) Under general supervision, performs 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. May serve as examiner in-charge, leading the work of less experienced staff; 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 second of two levels in the Insurance Market Conduct Examiner series. This class reflects the full performance level where incumbents independently perform examinations. The advanced level of work assigned and independence in work performed distinguish this class from the Insurance Market Conduct Examiner I.

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.)

Performs the duties required of an Examiner-in-Charge which includes conducting the pre-exam meeting with insurance companies, overseeing the examination process, ensuring that the examination is conducted timely, and writing the examination report.

Reviews insurance company records and procedures to ensure company and agent compliance with applicable statutes, rules, regulations, guidelines and contract provisions.

Evaluates 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.

Investigates insurance producers and insurance agencies to determine compliance with insurance statutes and regulations.

Assign examination duties, provide training to, and review the work of assistant examiners. Prepare feedback reports.

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

Knowledge of: Insurance industry practices and processes; the insurance industry in the State of Nebraska; case law relative to market conduct; business practices of insurance companies, brokers, producers, insurance agencies, underwriters and adjusters; operational auditing principles and practices relating to auditing and examining insurance company documents and records; 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; agency organization and the interrelationships and functions of its division; agency's mission, goals, and objectives.

Ability to: Compile and analyze information gathered during an examination; 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 and agency staff; 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 business or related field AND one year of experience in insurance industry or insurance regulation or related field; OR Associate degree in business or related field AND three years’ experience in insurance industry or insurance regulation or related field; OR Five years’ experience working in insurance industry or insurance regulation or related field.

[Return to Specification List](#)

SPECIAL NOTES APPLICABLE TO ALL LEVELS:

Specific positions in this class may be understaffed. Employees must successfully complete all required on-the-job training to be eligible for promotion to this classification.

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).

Established: <01/78>

Note: Classification-specification is subject to change. Please refer to the Nebraska State Personnel Job Specification website at <https://das.nebraska.gov/personnel/classcomp/jobspecs/jobspecs.html> to ensure this represents the most current copy of the description.

The following is a summary of changes made to this class specification.

Section	Change Description	Effective Date
Minimum Qualifications	Updated MQs for both classes	07/23/2024