

INSURANCE

Broad Occupational Category - 25

DUTIES AND RESPONSIBILITIES

- *Analyze impact of state and federal legislation on insurance programs.*
- *Develop, revise, or recommend new insurance models, policies, and procedures.*
- *Review insurance filings (forms, rates, and contracts) for compliance with state and federal laws.*
- *Monitor insurance company compliance with licensing, regulations, and examinations.*
- *Develop work plans, timelines, and operational priorities for projects.*
- *Implement procedural changes to comply with laws and regulations.*
- *Study trends in pricing, profitability, and economic factors in insurance.*
- *Evaluate statistical methodology to ensure actuarial and regulatory soundness.*
- *Analyze data to identify trends, correlations, and potential problems in insurance lines.*
- *Prepare applications, monitor grants, and manage grant-related requirements.*
- *Represent the agency in stakeholder meetings, public hearings, working groups, meetings with insurers, advocacy groups, providers, and federal agencies.*
- *Respond to inquiries and complaints from public, industry, or internal stakeholders.*
- *Perform actuarial calculations to assess rate adequacy.*
- *Compile and maintain statistical databases for insurance analysis.*
- *Review loss reserves and experience data for accuracy and trends.*

COMPETENCIES

- **Timely Decision Making:** Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; able to make a quick decision.
- **Delegation:** Clearly and comfortably delegates both routine and important tasks and decisions; broadly shares both responsibility and accountability; tends to trust people to perform; lets direct reports finish their own work.
- **Motivating Others:** Creates a climate in which people want to do their best; can motivate many kinds of direct reports and team or project members; can assess each person's hot button and use it to get the best out of him/her; pushes tasks and decisions down; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working for and with.
- **Problem Solving:** Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Process Management:** Good at figuring out the processes necessary to get things done; knows how to organize people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.
- **Time Management:** Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.
- **Dealing With Ambiguity:** Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.

- **Customer Focus:** Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Decision Quality:** Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- **Functional/Technical Skills:** Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.
- **Innovation Management:** Is good a bringing the creative ideas of others to market; has good judgment about which creative ideas and suggestions will work; has a sense about managing the creative process of others; can facilitate effective brainstorming; can project how potential ideas may play out in the marketplace.
- **Peer Relationships:** Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.
- **Planning:** Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.
- **Political Savvy:** Can maneuver through complex political situations effectively and quietly; is sensitive to how people and organizations function; anticipates where the land mines are and plans his/her approach accordingly; views corporate politics as a necessary part of organizational life and works to adjust to that reality; is a maze-bright person.
- **Building Effective Teams:** Blends people into teams when needed; creates strong morale and spirit in his/her team; shares wins and successes; fosters open dialogue; lets people finish and be responsible for their work; defines success in terms of the whole team; creates a feeling of belonging in the team.

SMART Goal Prompting Questions

Analyze impact of state and federal legislation on insurance programs

- What actions could you take to improve the timeliness, accuracy, or depth of analysis regarding how legislative changes may affect insurance programs?
- How will you measure success, such as completing legislative impact reviews earlier, identifying potential impacts before implementation, or improving the usefulness of recommendations?
- What legislative-tracking tools, research methods, stakeholder input, or analytical resources could strengthen your analysis?
- How does effective legislative analysis help the agency anticipate changes and maintain effective insurance programs?
- By what date or legislative cycle will you aim to improve a specific legislative-impact analysis process?

Develop, revise, or recommend new insurance models, policies, and procedures

- What strategies could you use to improve the effectiveness, clarity, consistency, or responsiveness of insurance models, policies, and procedures?
- How will you measure success, such as reducing processing issues, improving compliance, increasing stakeholder understanding, or implementing approved changes within established timelines?
- What research, benchmarking, stakeholder feedback, data analysis, or policy-review processes could strengthen recommendations?
- How do well-designed policies and procedures support effective regulation and protection of the public interest?
- By what date or policy-review cycle will you aim to develop, revise, or recommend a specific improvement?

Review insurance filings (forms, rates, and contracts) for compliance with state and federal laws

- What actions could you take to improve the accuracy, consistency, efficiency, or timeliness of insurance filing reviews?
- How will you measure success, such as reducing review backlogs, identifying compliance issues earlier, or reducing the number of reviews requiring rework?
- What review checklists, analytical tools, regulatory references, or quality-control processes could strengthen filing reviews?
- How does thorough review of filings support regulatory compliance and consumer protection?

- By what date or filing cycle will you aim to improve a specific aspect of the review process?

Monitor insurance company compliance with licensing, regulations, and examinations

- What strategies could you use to strengthen oversight of insurance company compliance with licensing and regulatory requirements?
- How will you measure success, such as improving examination timeliness, reducing repeat findings, increasing timely corrective actions, or improving compliance monitoring?
- What risk-based monitoring tools, tracking systems, examination procedures, or data sources could strengthen oversight?
- How does effective compliance monitoring support a stable insurance market and protection of consumers?
- By what date or examination cycle will you aim to improve a specific compliance-monitoring process?

Develop work plans, timelines, and operational priorities for projects

- What steps could you take to improve the planning, prioritization, scheduling, and execution of insurance-related projects?
- How will you measure success, such as completing milestones on time, reducing delays, balancing workloads, or improving project outcomes?
- What project-management tools, milestone tracking, risk assessments, or prioritization methods could strengthen planning?
- How does effective project planning support timely implementation of regulatory and program priorities?
- By what date or project milestone will you aim to improve a specific planning process?

Implement procedural changes to comply with laws and regulations

- What actions could you take to improve the speed, accuracy, communication, and sustainability of implementing regulatory or legislative changes?
- How will you measure success, such as implementing changes by required deadlines, reducing compliance gaps, or reducing errors after implementation?
- What implementation plans, process maps, training, communication strategies, or quality-control measures could strengthen the transition?
- How does effective implementation support continued legal compliance and consistent program operations?
- By what date or regulatory implementation deadline will you aim to complete a specific improvement?

Study trends in pricing, profitability, and economic factors in insurance

- What strategies could you use to improve the analysis and interpretation of pricing, profitability, and broader economic trends?
- How will you measure success, such as identifying trends earlier, improving forecast accuracy, or providing more actionable information to decision-makers?
- What statistical tools, economic data sources, industry reports, or analytical methods could strengthen your work?
- How does understanding market and economic trends support sound insurance regulation and decision-making?
- By what date or analysis cycle will you aim to complete and apply a specific trend analysis?

Evaluate statistical methodology to ensure actuarial and regulatory soundness

- What steps could you take to improve the review and evaluation of statistical methodologies used in insurance analysis?
- How will you measure success, such as identifying methodological issues earlier, improving review consistency, or reducing the need for subsequent corrections?
- What actuarial resources, statistical methods, professional training, peer reviews, or analytical tools could strengthen evaluations?
- How does sound statistical methodology support accurate, fair, and defensible insurance decisions?
- By what date or review cycle will you aim to strengthen a specific statistical methodology or review process?

Analyze data to identify trends, correlations, and potential problems in insurance lines

- What actions could you take to improve the ability to identify meaningful trends, relationships, anomalies, or emerging problems in insurance data?
- How will you measure success, such as identifying potential issues earlier, improving analytical accuracy, or producing more actionable findings?
- What data-analysis tools, visualization techniques, statistical methods, or additional data sources could strengthen your analysis?
- How does effective data analysis support proactive oversight and informed regulatory decisions?
- By what date or analysis cycle will you aim to improve a specific data-analysis process?

Prepare applications, monitor grants, and manage grant-related requirements

- What strategies could you use to improve the accuracy, timeliness, organization, and compliance of grant administration?
- How will you measure success, such as submitting applications on time, reducing reporting deficiencies, improving expenditure tracking, or meeting all grant requirements?
- What grant-management tools, calendars, checklists, tracking systems, or review procedures could strengthen administration?
- How does effective grant management support program goals and responsible stewardship of public funds?
- By what date or grant cycle will you aim to improve a specific grant-management process?

Represent the agency in stakeholder meetings, public hearings, working groups, and meetings with insurers, advocacy groups, providers, and federal agencies

- What actions could you take to improve your effectiveness in representing the agency and communicating its position to diverse stakeholders?
- How will you measure success, such as improving stakeholder understanding, increasing productive engagement, reducing follow-up issues, or achieving desired meeting outcomes?
- What preparation methods, briefing materials, presentation skills, stakeholder-mapping tools, or follow-up practices could strengthen your participation?
- How does effective stakeholder representation support collaboration, regulatory effectiveness, and public confidence?
- By what date or stakeholder-engagement cycle will you aim to improve a specific aspect of agency representation?

Respond to inquiries and complaints from public, industry, or internal stakeholders

- What steps could you take to improve the timeliness, accuracy, consistency, and professionalism of responses to inquiries and complaints?
- How will you measure success, such as reducing response times, increasing first-contact resolution, reducing repeat inquiries, or improving stakeholder satisfaction?
- What knowledge resources, response templates, tracking systems, escalation procedures, or communication techniques could strengthen responses?
- How does effective response management support public trust and constructive relationships with regulated entities and stakeholders?
- By what date or reporting cycle will you aim to improve a specific inquiry or complaint-response process?

Perform actuarial calculations to assess rate adequacy

- What actions could you take to improve the accuracy, efficiency, documentation, or review of actuarial calculations used to assess rate adequacy?
- How will you measure success, such as reducing calculation errors, improving review consistency, or completing analyses within established timelines?
- What actuarial tools, data sources, validation procedures, peer reviews, or professional development could strengthen your calculations?
- How do accurate actuarial analyses support sound rate decisions and a stable insurance market?
- By what date or rate-review cycle will you aim to improve a specific actuarial analysis or validation process?

Compile and maintain statistical databases for insurance analysis

- What strategies could you use to improve the accuracy, completeness, organization, accessibility, and security of statistical insurance databases?
- How will you measure success, such as reducing data errors, improving update timeliness, shortening data-retrieval times, or increasing data usability?
- What database tools, validation procedures, standardized definitions, documentation, or automated processes could strengthen data management?
- How does reliable statistical data support sound analysis, regulatory oversight, and informed decision-making?
- By what date or data-management cycle will you aim to implement a specific database improvement?

Review loss reserves and experience data for accuracy and trends

- What steps could you take to improve the accuracy, consistency, and effectiveness of reviewing loss reserves and experience data?
- How will you measure success, such as identifying anomalies earlier, reducing data discrepancies, improving trend analysis, or completing reviews more efficiently?
- What analytical tools, actuarial methods, historical comparisons, data-validation procedures, or review processes could strengthen your work?
- How does accurate analysis of loss reserves and experience data support sound regulatory oversight and assessment of insurer financial condition?
- By what date or review cycle will you aim to improve a specific loss-reserve or experience-data review process?