

	<p>(3) a fire or casualty insurance agent or broker handling multiple lines of insurance coverage and making determinations regarding coverage needs, risk information, and renewal account servicing; or</p> <p>(4) an insurance consumer advocacy position working on consumer issues, complaints, legislation, or insurer compliance.</p>
<p>Position Description</p>	<p>Under direction, an Associate Insurance Compliance Officer (AICO) independently performs the more complex insurance regulatory activity. AICO's involved in consumer services identify and investigate violations, mediate resolution of consumer complaints and direct the insurer to resolve both individual and general issues, complaints, or violations in insurance laws. The AICO also provides consumers with information on all relevant issues involved in each transaction. AICO's involved in market conduct travel to insurer offices to conduct examinations of the claims practices of insurers, managing general agents, third-party administrators, or other related insurance entities.</p> <p>Positions are located in Los Angeles, Sacramento and San Francisco.</p>
<p>Examination Information</p>	<p>QUALIFICATIONS APPRAISAL INTERVIEW – WEIGHTED 100 %</p> <p>This examination will consist of a qualifications appraisal interview weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the interview. Candidates should list all experience on the application relevant to this examination. Applicants who do not appear for the interview will be disqualified from the examination.</p> <p>It is anticipated that interviews will be held during May/June 2011.</p>
<p>Examination Scope</p>	<p>In addition to evaluating the competitor's relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively, relative to job demands, each competitor's:</p> <p>A. Knowledge of:</p> <ol style="list-style-type: none"> 1. California Insurance Code and laws and regulations relating to insurance and their interpretation 2. Basic functions and organizations of the California Department of Insurance 3. The insurance industry 4. General insurance principles 5. Analytical methods and techniques used for problem identification 6. Data gathering and decision making 7. Trends and terminology pertaining to insurance regulations 8. Practices, procedures, and terminology 9. General insurance, contract law, related statutes, and court decisions 10. Insurance claims practices and procedures <p>B. Ability to:</p> <ol style="list-style-type: none"> 1. Interpret and apply provisions of the California Insurance Codes laws, rules, and regulations administered by the California Department of Insurance 2. Analyze situations accurately and take effective action 3. Use tact and good judgment in dealing with the public both on the telephone and in person 4. Conduct interviews 5. Learn to use microcomputer systems and standard software applications in the performance of work 6. Communicate effectively 7. Travel countrywide to examine insurance operations 8. Independently apply insurance statutes and court decisions to specific cases

	<ol style="list-style-type: none">9. Gather, organize, and summarize data10. Reason logically and creatively11. Utilize a variety of analytical and research techniques and approaches to resolve complex insurance regulatory problems12. Develop and evaluate alternative solutions13. Analyze data and present ideas and information effectively14. Prepare reports15. Gain and maintain the confidence and cooperation of those contacted during the course of work16. Act in a lead capacity over lower-level staff and handle sensitive client contacts17. Prepare complete, concise, and clear insurance proposals and reports18. Apply negotiation and mediation techniques to resolve consumer complaint problems19. Take independent action with minimal supervision
Special Personal Characteristics	Willingness to travel and work away from the office.
Eligible List Information	<p>A departmental open eligible list will be established for the California Department of Insurance. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.</p> <p>Career Credits and Veteran's Preference points will not be granted in this examination.</p>

GENERAL INFORMATION

The Department of Insurance reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

For an examination without a written feature, it is the candidate's responsibility to contact the Department of Insurance, Human Resources Management Division, (916) 492-3318 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at the Department of Insurance offices, the State Personnel Board, local offices of the Employment Development Department, and on the internet at www.spb.ca.gov.

If you meet the requirements stated on the reverse, you may take this examination. Your performance in this examination will be rated against a predetermined rating criteria. All competitors who pass will be ranked according to their scores. Meeting the entry requirements does not assure success in the examination or placement on the employment list.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, are used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, and 6) open. When there are two lists of

the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. Candidates must be in a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment of records and personal history and fingerprinting may be required.

California Relay (Telephone) Service for the Deaf or Hearing impaired:
From TDD phones: 1-800-735-2929, from voice phones: 1-800-735-2922

Department of Insurance
Human Resources Management Division
300 Capitol Mall, 13th Floor
Sacramento, CA 95814
(916) 492-3300

Release Date: 04/04/11
FC/JL

It is an objective of the State of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.
