

	<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. AICOs 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. AICOs 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 Assessment - Weighted 100.00%</p> <p>EXAMINATION INTERVIEWS WILL NOT BE HELD. This examination will consist of a Qualifications Assessment weighted 100%. To obtain a position on the eligible list, applicants must achieve a minimum rating of 70% on the Qualifications Assessment.</p> <p>The Qualifications Assessment is designed to elicit a range of specific information regarding each candidate’s knowledge, skill, abilities, and potential to effectively perform the duties relative to the classification. Candidates who meet the “Minimum Qualifications” will have their Qualifications Assessment rated and successful candidates will be placed on an eligible list. SUBMISSION OF THE QUALIFICATIONS ASSESSMENT IS MANDATORY. Candidates who do not submit a completed Qualifications Assessment will be eliminated from this examination.</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 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 and 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 Code, laws, rules, and regulations administered by the 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.

	<ol style="list-style-type: none"> 5. Learn to utilize microcomputer systems and standard software applications in the performance of work. 6. Communicate effectively. 7. Travel countrywide to examine insurer operations. 8. Independently apply insurance statutes and court decisions to specific cases. 9. Gather, organize, and summarize data. 10. Reason logically and creatively. 11. Utilize a variety of analytical and research techniques and approaches to resolve complex insurance regulatory problems. 12. Develop and evaluate alternative solutions. 13. Analyze data and present ideas and information effectively. 14. Prepare reports. 15. Gain and maintain the confidence and cooperation of those contacted during the course of work. 16. Act in a lead capacity over lower-level staff and handle sensitive client contacts. 17. Prepare complete, concise, and clear insurance proposals and reports. 18. Apply negotiation and mediation techniques to resolve consumer complaint problems. 19. Take independent action with minimal supervision.
<p>Special Personal Characteristics</p>	<p>Willingness to travel and work away from the office.</p>
<p>Eligible List Information</p>	<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 points will not be granted in this examination.</p> <p>Effective January 1, 2014, Veterans' Preference will be awarded to qualifying Veterans who are successful in the examination in the form of Rank placement rather than points. All individuals awarded Veterans' Preference will be certified in Rank 1 of the eligibility list, regardless of score. All open exams/eligible lists will award Veterans' Preference, regardless of the classification.</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) 492-3254 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 California Department of Human Resources, local offices of the Employment Development Department, and on the internet at www.jobs.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 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

California Department of Insurance
Human Resources Management Division
300 Capitol Mall, Suite 1300
Sacramento, CA 95814
(916) 492-3300

Release Date: 09/26/14
NN/MA

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.
