

**CALIFORNIA DEPARTMENT OF INSURANCE  
HUMAN RESOURCES MANAGEMENT DIVISION  
QUALIFICATIONS ASSESSMENT FOR:**

**ASSISTANT CHIEF COUNSEL, DEPARTMENT OF INSURANCE**

**GENERAL INSTRUCTIONS**

**Read instructions carefully**

This examination will provide you with an opportunity to demonstrate significant aspects of your qualifications for Assistant Chief Counsel with the California Department of Insurance (CDI). The information you provide will be rated based on objective criteria created by Subject Matter Experts. The rating will be used to determine your final score in this examination. If successful, your name will be placed onto an eligible list. The list will be used by CDI statewide to fill existing positions. A "Conditions of Employment" form is included in this examination which will allow you to select the location and time base you are interested in working. It is required that you personally complete this examination accurately and without assistance.

This process is the entire examination for this classification. Therefore, please be sure to follow the instructions carefully as missing or incomplete information may result in disqualification or a low score.

1. Additional instructions are provided on the following pages.
2. This examination enables you to apply for the Assistant Chief Counsel classification. If successful, your name will be placed on an eligible list.
3. The examination is intended to provide candidates the opportunity to demonstrate their knowledge and experience in a variety of areas. It is not expected that you will have experience in all areas.

The following areas comprise the complete examination for Assistant Chief Counsel. You must ensure you have addressed each of the following areas:

- Candidate Information (page 2)
- Prior State Employment Information (page 2)
- Conditions of Employment (page 2)
- Address or Availability for Employment Changes (page 3)
- Minimum Qualifications (page 3)
- Work Experience (pages 4 and 5)
- Knowledge, Skill, and Ability Assessment (pages 6 and 7)
- Preparation for Hiring Interview (page 8)
- Qualifications Assessment Return and Mailing Procedures (page 8)
- Affirmation Statement (page 8)

**YOUR COMPLETED QUALIFICATIONS ASSESSMENT MUST INCLUDE YOUR ORIGINAL  
SIGNATURE**

**CANDIDATE INFORMATION**

Name: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Home Telephone Number: \_\_\_\_\_

Work Telephone Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

**PRIOR STATE EMPLOYMENT INFORMATION**

Complete this next section **ONLY** if you have been previously dismissed from California State Civil Service employment by punitive action or as a result of disciplinary proceedings. **IF THIS DOES NOT APPLY TO YOU**, please mark the "Not Applicable" box below and continue to the next section.

State Personnel Board, Rule 211 provides that a dismissed State employee may only participate in State Civil Service examinations if he/she has obtained prior consent from the State Personnel Board.

Do you have written permission from the State Personnel Board Executive Officer to take this examination?

<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> NOT APPLICABLE
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**CONDITIONS OF EMPLOYMENT FOR CALIFORNIA DEPARTMENT OF INSURANCE**

PLEASE MARK THE APPROPRIATE BOX(ES) OF YOUR CHOICE - YOU WILL NOT BE OFFERED A JOB IN LOCATIONS NOT MARKED.

Note: Positions are not available at all locations. Please refer to the official examination bulletin for information regarding current available positions and their locations.

If you are successful in this examination, your name will be placed on an active employment list and referred to fill vacancies according to the conditions you specify on this form.

**TYPE OF APPOINTMENT YOU WILL ACCEPT**

Please mark the appropriate box(es) - you may check "(A) Any" if you are willing to accept any type of employment.

(D) Permanent Full-Time    (R) Permanent Part-Time    (K) Limited-Term Full-Time    (A) Any

If all are marked and you receive an appointment other than permanent full-time, your name will continue to be considered for permanent full-time positions.

**LOCATION(S) YOU ARE WILLING TO WORK:**

3401 SACRAMENTO, CA.

3801 SAN FRANCISCO, CA.

1940 LOS ANGELES, CA.

## ADDRESS OR AVAILABILITY FOR EMPLOYMENT CHANGES

Please notify the California Department of Insurance (CDI) promptly of any address changes or availability for employment changes at the following address:

California Department of Insurance  
Human Resources Management Division  
300 Capitol Mall 13<sup>th</sup> Floor  
Sacramento, CA. 95814  
Attn: Nitika Nitashni

## MINIMUM QUALIFICATIONS

### Either I

Membership in The State Bar of California. (Applicants must have active membership in The State Bar before they will be eligible for appointment.) and Either I Two years of experience in the California state service performing legal duties\* at a level of responsibility equivalent to Staff Counsel, Range D. (Applicants who have completed 18 months of the required experience will be admitted to the examination, but must complete two years of such experience before they will be eligible for appointment.)

### Or II

Broad and extensive experience (more than five years) in the practice of law\*. (Experience in California state service applied toward this requirement must include the same number of years of qualifying experience as required in Pattern I above performing the duties of a class at a level of responsibility equivalent to that described in Pattern I.)

**\*Experience in the "practice of law" or "performing legal duties" is defined as only that legal experience acquired after admission to The Bar.**

**WORK EXPERIENCE**

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by making one option from the scale(s) provided.

Under "Work Experience," for items #1 - #11, please indicate:

**Length of Experience:**

- 4 = Over 5 years of experience performing this task
- 3 = Over 2 years to 5 years of experience performing this task
- 2 = Up to 2 years of experience performing this task
- 1 = No experience performing this task

**Frequency at which the task was performed:**

- 4 = Weekly
- 3 = Monthly/Quarterly
- 2 = Semi-Annual/Annual
- 1 = Never

**Performed task within last 5 years:**

- 2 = yes
- 1 = no

<p>Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by making one option from the scale(s) provided.</p> <p>Under "Work Experience," for items #1 - #11, please indicate:</p> <p><b>Length of Experience:</b></p> <ul style="list-style-type: none"> <li>4 = Over 5 years of experience performing this task</li> <li>3 = Over 2 years to 5 years of experience performing this task</li> <li>2 = Up to 2 years of experience performing this task</li> <li>1 = No experience performing this task</li> </ul> <p><b>Frequency at which the task was performed:</b></p> <ul style="list-style-type: none"> <li>4 = Weekly</li> <li>3 = Monthly/Quarterly</li> <li>2 = Semi-Annual/Annual</li> <li>1 = Never</li> </ul> <p><b>Performed task within last 5 years:</b></p> <ul style="list-style-type: none"> <li>2 = yes</li> <li>1 = no</li> </ul>	Experience	Frequency	Performed task within last 5 years
1. Provide legal services (e.g., legal opinions, summary orders, conducting negotiations, overseeing the conduct of complex and sensitive administrative hearings and filing reviews, etc.) associated with the administration and enforcement of the California Insurance Code related to statutes and regulations.			
2. Foster a cohesive and collaborative work environment by utilizing best practices and good interpersonal skills, setting the tone and example for the bureau.			
3. Supervise legal staff within an organization/department using performance evaluations and reports, training, guidance and direction, assignments, and the review of work products to ensure compliance with all policies and procedures.			
4. Administer highly sensitive policy determinations and advise the Deputy General Counsel, General Counsel, and/or the Insurance Commissioner regarding issues that may establish or affect department policy on matters within the bureau's area of responsibility.			
5. Determine and set bureau policy when appropriate regarding legal or procedural matters or make appropriate referral to the Deputy General Counsel, General Counsel and/or Insurance Commissioner.			
6. Review files in order to appropriately assign them to staff counsels and paralegals of the bureau or to other department divisions or provide for some alternative disposition.			
7. Complete or assign special projects set by the Deputy General Counsel, General Counsel or Insurance Commissioner.			
8. Oversee all ongoing activities related to the development, implementation, maintenance of, and adherence to the department's policies and procedures within the bureau.			
9. Conduct individual or joint staff meetings within bureau to facilitate staff communication and mentoring.			
10. Serve as an active member of top management by participating in planning sessions with other Assistant Chief Counsels and/or Legal Branch management to identify and recommend action on staff, budgetary, or policy issues.			
11. Participate in meetings initiated by various branches, divisions and units of the department, regulated individuals and organizations, or the public.			

**WORK EXPERIENCE**

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by making one option from the scale(s) provided.

Under "Work Experience," for items #12 - #20, please indicate:

**Length of Experience:**

- 4 = Over 5 years of experience performing this task
- 3 = Over 2 years to 5 years of experience performing this task
- 2 = Up to 2 years of experience performing this task
- 1 = No experience performing this task

**Frequency at which the task was performed:**

- 4 = Weekly
- 3 = Monthly/Quarterly
- 2 = Semi-Annual/Annual
- 1 = Never

**Performed task within last 5 years:**

- 2 = yes
- 1 = no

	Length of Experience	Frequency	Performed task within last 5 years
12. Confer and coordinate with staff, other Assistant Chief Counsels, and outside agencies regarding requirements, methods of processing, possible problems, and/or relative preventative actions related with filings and other requests for bureau action or advice, to ensure consistent handling of similar issues.			
13. Monitor the workload of the bureau through conferences with staff, the use of eCounsel, and other resources to ensure projects are completed in a timely and appropriate manner.			
14. Draft, review, assign, and/or monitor legislation and regulations which affect the bureau.			
15. Handle complex and possible precedent-setting filings.			
16. Participate with other department management personnel in projects and/or task forces that affect their bureau.			
17. Manage the bureau's personnel and fiscal resources, including review and approval of interoffice and intradepartmental documents and reports (personnel, absences, supply, and equipment purchase) and the preparation of budget change proposals as may be necessary to allow the bureau to meet its objectives.			
18. Respond to correspondence and inquiries from department staff, the public, legislators, regulated individuals and organizations, and other government personnel by internal memos, e-mail, or telephone.			
19. Handle complaints from individuals concerning the department's or any regulated entity's handling of personal information in a manner that they contend is unlawful or violative of a stated privacy policy.			
20. Attends management and subject training to pursue professional development.			

**KNOWLEDGE/SKILL/ABILITY (KSA) ASSESSMENT**

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by making one option from the scale(s) provided.

For items #1 – #11, please rate your Knowledge, Skill, or Ability (KSA) by indicating the number that best describes your level of KSA for each of the following areas.

**Definition of Levels:**

- 4 = **Extensive Knowledge, Skill, or Ability:** I have applied this KSA in an actual setting while performing a job.
- 3 = **Moderate Knowledge, Skill, or Ability:** I have this KSA to perform this task, but may require general supervision.
- 2 = **Limited Knowledge, Skill, or Ability:** I have education or training relevant to this KSA, but have not applied it to an actual job.
- 1 = **No Knowledge, Skill, or Ability:** I have no experience, education or training relevant to this KSA.

1. Knowledge of legal principles and their application, to assign, review, and evaluate work of bureau staff and to provide advice to the Deputy General Counsel, General Counsel, and/or Insurance Commissioner.	
2. Knowledge of provisions of laws, regulations, Government Code sections, and pertinent court decisions, administered or enforced (e.g., California Insurance Code, California Code of Regulations, etc.).	
3. Knowledge of primary statutory schemes that govern the administration of California government including the Political Reform Act, Public Records Act, Administrative Procedure Act (rule making and for administrative adjudication), rules relating to incompatible activities and incompatible offices, use of State resources, and the Hatch Act.	
4. Knowledge of California Department of Insurance and bureau policies and procedures.	
5. Knowledge of administrative law and the conduct of proceedings before administrative law judges to assign, review, and evaluate work of bureau staff and to provide advice to the Deputy General Counsel, General Counsel, and/or Insurance Commissioner.	
6. Knowledge of the principles of judicial review of agency decisions to assign, review, and evaluate work of bureau staff and to provide advice to the Deputy General Counsel, General Counsel, and/or Insurance Commissioner.	
7. Skill to use proper spelling, grammar, punctuation, and sentence structure for the English language to ensure that prepared and/or reviewed written materials are clear, complete, succinct, and free of writing errors.	
8. Ability to ensure actions, advice, recommendations, presentations, and negotiations by the bureau are consistent with the laws and regulations.	
9. Ability to present statements of fact, law, and argument clearly and logically in written and oral form.	
10. Ability to prioritize, assign, and monitor workload of the bureau so that projects are completed in a timely and appropriate manner.	
11. Ability to gain and maintain the confidence and respect of others to promote staff morale and improve working relationships with staff, peers, and others.	

**KNOWLEDGE/SKILL/ABILITY (KSA) ASSESSMENT (CONTINUED)**

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by making one option from the scale(s) provided.

For items #12 – #23, please rate your Knowledge, Skill, or Ability (KSA) by indicating the number that best describes your level of KSA for each of the following areas.

**Definition of Levels:**

4 = **Extensive Knowledge, Skill, or Ability:** I have applied this KSA in an actual setting while performing a job.

3 = **Moderate Knowledge, Skill, or Ability:** I have this KSA to perform this task, but may require general supervision.

2 = **Limited Knowledge, Skill, or Ability:** I have education or training relevant to this KSA, but have not applied it to an actual job.

1 = **No Knowledge, Skill, or Ability:** I have no experience, education or training relevant to this KSA.

12. Ability to make decisions and judgments, when necessary, considering the relative costs and benefits of potential actions in order to choose the most appropriate course.	
13. Ability to analyze legal principles and precedents and apply them to complex legal and administrative problems.	
14. Ability to draft opinions, pleadings, rulings, regulations, and legislation.	
15. Ability to write effectively, communicating the message in a tone and style appropriate to the needs of the audience as well as the organization.	
16. Ability to effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment including the Bilingual Services Program, Limited Exam and Appointment Program (LEAP), Reasonable Accommodation, and discrimination / sexual harassment complaint processes.	
17. Ability to plan, organize and direct the work of a staff of attorneys, paralegals, and support staff.	
18. Ability to foster a cohesive and collaborative work environment by utilizing best practices and good interpersonal skills, setting the tone and example for the bureau including ensuring that every member of the team feels equally valued, regardless of his/her classification or role.	
19. Ability to orally communicate in a clear and concise manner with a variety of audiences (e.g., department staff, the public, legislators, regulated individuals and organizations, and other government personnel, etc.).	
20. Ability to deal with sensitive matters in a tactful and effective manner.	
21. Ability to think critically, using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.	
22. Ability to maintain appropriate confidentiality when dealing with personnel issues or sensitive personal information of members of your team.	
23. Knowledge of the use and capabilities of various computer applications (e.g., Microsoft Office, eCounsel, CDI Menu, Integrated Database, and Hummingbird DM, etc.) to complete assignments and monitor work activities within the bureau.	

## PREPARATION FOR HIRING INTERVIEW

If you are successful in this examination and called for a hiring interview, you will be asked to supply transcripts of your college course work, proof of degree(s) received and any credential(s) that may be applicable. Additionally, you may be asked to supply supplemental documentation to verify your responses in this examination. It is strongly recommended that you assemble transcripts and licenses in advance to expedite the process.

## QUALIFICATIONS ASSESSMENT RETURN AND MAILING PROCEDURES

**Do not attach any additional documents** to this Qualifications Assessment or send any forms/documents in advance as additional documents will not be rated. This Qualifications Assessment will account for 100% of the weight of your examination for this classification. **You may mail or deliver in person the completed Qualifications Assessment to the following address:**

California Department of Insurance  
Human Resources Management Division  
300 Capitol Mall 13<sup>th</sup> floor  
Sacramento, CA. 95814  
Attn: Nitika Nitashni

### NOTE:

- Be sure your envelope has **adequate postage** when submitting via mail.
- Facsimiles (FAX) will **NOT** be accepted under any circumstances.
- Make and keep a photocopy of the completed Qualifications Assessment for your records.

## AFFIRMATION STATEMENT

### THIS AFFIRMATION MUST BE COMPLETED

#### Government Code Section 18935:

“The board may refuse to examine or, after examination, may refuse to declare as an eligible or may withhold or withdraw from certification, prior to appointment, anyone who comes under any of the following categories:

- j. Has intentionally attempted to practice any deception or fraud in his or her application in his or her examination or in securing his or her eligibility.”

I hereby certify and understand that the information provided by me on this questionnaire is true and complete to the best of my knowledge and contains no willful misrepresentation or falsifications. I also understand that if it is discovered that I have made any false representations, I will be removed from the list resulting from this examination and may not be allowed to compete in future examinations for State employment. If already hired from the result of this examination, I may have adverse action taken against me, which could result in dismissal.

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

NAME (PRINTED): \_\_\_\_\_

**THIS COMPLETES THE QUALIFICATIONS ASSESSMENT**