



## C A R E E R   E X E C U T I V E   A S S I G N M E N T

AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

**DEPARTMENT:** DEPARTMENT OF INSURANCE  
**POSITION TITLE:** DIVISION CHIEF, CONSUMER SERVICES DIVISION, CEA 2  
**SALARY:** \$7,815 - \$8,616  
**FINAL FILING DATE:** DECEMBER 13, 2012 by 5:00 P.M., CLOSE OF BUSINESS  
**LOCATION:** LOS ANGELES

### DUTIES AND RESPONSIBILITIES

Under the direction of the Commissioner and Deputy Commissioner, Consumer Services and Market Conduct Branch, the Division Chief of the Consumer Services Division (CEA 2) is responsible for formulating policies relevant to investigating consumer complaints; responding to inquiries; and initiating enforcement actions with respect to claims, rating, and underwriting; and planning, organizing, and directing the statewide activities of the Consumer Services Division which includes the Consumer Communications Bureau, the Claims Services Bureau, the Health Claims Bureau, and the Rating and Underwriting Services Bureau. Responsibilities include protection of California insurance customers through the enforcement of the California Insurance Code and related laws and regulations, respond to consumer complaints and inquiries, provide information and mediate solutions on the consumers' behalf, identify trends of non-compliant activity during the case handling process and initiate legal actions. The Division Chief advises the Commissioner and Deputy Commissioner, Consumer Services and Market Conduct, of the Division's priorities, policies, proposed legislation, and new regulations. The Division Chief may be required to travel.

### MINIMUM QUALIFICATIONS

Applicants must meet one (1) of the following requirements:

1. Civil service employee with permanent California State Civil Service status.
2. Current or former legislative employee with two (2) or more consecutive years of service as defined in Government Code Section 18990.
3. Current or former executive branch employee with two (2) or more consecutive years of non-elected exempt service as defined in Government Code Section 18992.

Applicants must also satisfy the following minimum qualifications:

Ability to perform high level administrative and policy-influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge, skills and abilities:

1. Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation; development; and implementation; personnel management techniques; the Department's Equal Employment Opportunity (EEO) Program objectives; and a manager's role in the EEO program.
2. Ability to plan, organize, and direct the work of multi-disciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislative and Executive Branches; analyze complex problems and recommend effective courses of action; prepare and review reports; and effectively contribute to the Department's EEO Program objectives.

The above knowledge and abilities are expected to be obtained from broad administrative or program manager experience with substantial participation in the formulation, operation, evaluation and/or implementation of program policies. (Experience may have been paid or volunteer, in State service, other government settings, or in a private organization.)

#### **DESIRABLE QUALIFICATIONS**

1. Demonstrated broad and extensive experience, at the management level, in the oversight of management functions including: program planning; policy formulation; organization coordination and control.
2. Experience at the management level in administering to policyholders' (consumers) needs on rates, claims, and underwriting practices; and develop and implement recommendations for enhancing consumer protection and assistance.
3. Demonstrated ability to direct research, investigations, and resolution of various industry and consumer-related issues; and coordinate major cases and investigations, which may later require the involvement of other branches or divisions.
4. Demonstrated experience in effective communication skills in order to work successfully with the Insurance Commissioner, the Executive Staff, Division and Bureau Chiefs, state control agencies, other governmental entities, various consumer advocacy groups, the insurance industry, and officials from other State agencies.
5. Demonstrated knowledge and experience with an insurance company, state insurance regulator, or other organization in the areas of unfair claims, rating and underwriting practices.

#### **GENERAL QUALIFICATIONS**

Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

### **EXAMINATION INFORMATION**

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **DIVISION CHIEF, CONSUMER SERVICES DIVISION, CEA 2**, with the **DEPARTMENT OF INSURANCE**. Applications will be retained for twelve months.

The results of this examination will be used only to fill this position and may be used to fill subsequent vacancies for this position for a period of up to twelve months.

The examination process will consist of an evaluation of the candidate's application and Statement of Qualifications (SOQ). The minimum and desirable qualifications listed on this bulletin will be used to screen and evaluate the application and SOQ, therefore, it is critical that each applicant include specific information on how his/her background, knowledge, abilities and personal characteristics meet the minimum qualifications and desirable qualifications. The SOQ may also serve as documentation of the candidate's ability to present information clearly and concisely in writing, since this is a critical factor to successful job performance. The SOQ may be the only basis for the candidate's final score and rank on the eligible list. Candidates will be ranked competitively, and each candidate will be notified in writing of his/her examination results.

### **FILING INFORMATION**

#### **Interested applicants must submit the following:**

- A completed Standard State Application (Form STD 678)
- A two-page "Statement of Qualifications." The Statement of Qualifications is a narrative discussion of your education, training, experience, and skills to meet the minimum and desirable qualifications in qualifying for the position and should be typed and no more than two pages in length.
- The Statement of Qualifications must indicate your total years of experience (and civil service classifications, if applicable) performing work that demonstrates the need to effectively apply each of the qualifications.
- Resumes do not take the place of the Statement of Qualifications. Applicants who fail to submit the Statement of Qualifications will be eliminated from the examination process.

All application materials (Standard State Application, Resume, Statement of Qualifications, and References) must be received by the Department of Insurance Human Resources Management Division **by 5:00 PM, DECEMBER 13, 2012**.

Application materials personally delivered, received via U.S. Postal Service, or any other delivery service after 5:00 PM on the final filing date will not be accepted. Questions concerning this examination should be directed to Fernando Chavez at (916) 492-3318 or [Fernando.Chavez@insurance.ca.gov](mailto:Fernando.Chavez@insurance.ca.gov).

#### **Applications must be submitted by the final filing date to:**

Department of Insurance  
Human Resources Management Division  
300 Capitol Mall, Suite 1300  
Sacramento, CA 95814  
Attention: Fernando Chavez

### **SPECIAL TESTING**

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

### **GENERAL INFORMATION**

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

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 law and rules and all competitors will be notified.

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

**Class specs:** <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>