

E X A M I N A T I O N A N N O U N C E M E N T

ASSOCIATE INSURANCE COMPLIANCE
OFFICER, DEPARTMENT OF INSURANCE
OPEN STATEWIDE
SALARY RANGE \$4,619 - \$5,616



CALIFORNIA DEPARTMENT OF

Insurance

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

How to Apply

FINAL FILING DATE: THURSDAY, AUGUST 8, 2013
DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES

Send application along with a [Qualifications Assessment](#) to:
California Department of Insurance
300 Capitol Mall, Suite 1300
Sacramento, CA 95814
Attention: Mario Ayala-Noriega

NOTE: Application (Form STD. 678) and Qualification Assessment must be **POSTMARKED** no later than the final filing date. Applications and Qualification Assessments postmarked, personally delivered or received via interoffice mail after the final filing date will not be accepted for any reason. If you have a disability and need special testing arrangements, mark the appropriate box on the application. You will be contacted to make specific arrangements.

Requirements for Admittance to the Examination

All applicants must meet the educational and/or experience requirements for this examination by **August 8, 2013**.

MINIMUM QUALIFICATIONS

Either I

One year of experience in the California state service performing the duties of an Insurance Compliance Officer, California Department of Insurance, Range C. (Promotional candidates who are within six months of satisfying the experience requirement for this class will be admitted to the examination, but must fully meet the experience requirement before being eligible for appointment.)

Or II

Experience: Three years of ****qualifying insurance industry experience**. (Experience in California state service applied toward this requirement must be at the level of responsibility provided in the promotional pattern.)

And

Education: Equivalent to graduation from college or equivalent degree approved by the Bureau for Private Postsecondary and vocational education under the provisions of California Education Code Division 10, Part 59, Chapter 3. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

****Qualifying insurance industry experience:**

Experience at an insurance company working as either:

- (1) an underwriter determining acceptability, coverage, appropriate rating plans, and any judgment based rate deviations or factors; or
- (2) a claims adjuster investigating, evaluating, negotiating, and settling claims with respect to coverage, liability, and damages; or
- (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
- (4) an insurance consumer advocacy position working on consumer issues, complaints, legislation, or insurer compliance.

<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 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 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 9. Gather, organize, and summarize data

	<p>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>
<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 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) 492-3254 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 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: 07/18/13
FC/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.
