

Specification for Class of

INSURANCE POLICY & COMPLIANCE ANALYST 1

Abolished Initially Effective January 13, 2006

Abolished Final Effective February 10, 2006

Definition: Within the Office of Insurance Commissioner (OIC), researches, reviews and analyzes insurance contracts, forms, and other materials for compliance with federal and state laws and regulations. Assists the public or the industry in solving problems regarding insurance. Educates the public or industry regarding insurance issues.

Typical Work

Research and investigate consumer complaints resulting from disputes between the consumer and the insurer. Where practicable, mediate disagreements between the consumer and the insurer;

Analyze insurance practices, contracts, and rules to ascertain if they are in compliance with public policy and Washington laws and regulations, and take corrective action as necessary, based upon the analysis;

Analyze insurance practices, contract filings, rate filings, and rules. Advise insurance industry professionals and/or the public and their representatives based on the analysis;

Participate in formal and informal hearings;

Prepare and assist with complaint files and product files, for referral for enforcement action, for unlawful, unfair or inequitable insurance practices;

Evaluate administrative law as applied in individual cases and suggests changes when applicable;

Prepare and speak at presentations given during community meetings or forums regarding insurance issues;

Educate the public, their representatives, and insurance industry professionals on insurance related issues;

Participate in meetings with company representatives to resolve enforcement and implementation issues;

Perform other work as required.

Knowledge and Abilities:

Knowledge of: general law, insurance law and the Washington State Administrative Code, as well as familiarity with operations and practices of the insurance industry.

Ability to: analyze and solve problems; effectively relate to individuals and groups; negotiate amicable settlements; organize work and develop effective work methods.

Minimum Qualifications: A Bachelor's degree and two years of professional experience in one or more of the following; 1) ensuring compliance with governmental statutory and regulatory requirements, 2) work as an investigator or negotiator handling consumer or contractual-related issues, 3) professional work in one or more lines of insurance. OR

Additional qualifying experience may substitute, year for year, for education. OR

Two years of experience as an Insurance Analyst within the Office of Insurance Commissioner.

New class (replaces Insurance Policy and Rate Analyst 1 and Insurance Compliance Officer 1): 7-13-01