

STATE OF OHIO (DAS)CLASSIFICATION
SPECIFICATION**CLASSIFICATION SERIES:**

Insurance Contract Analyst

SERIES NO.:

6674

MAJOR AGENCIES:

Insurance only

EFFECTIVE DATE:

04/02/2006

SERIES PURPOSE:

The purpose of the insurance rate analyst occupation is to ensure that insurance company product submissions comply with federal & state laws & regulations & department bulletins & policies.

At the first level, incumbents determine the completeness of product submissions & assist higher-level insurance contract analysts.

At the second & third levels, incumbents analyze standard product submissions & recommend/determine appropriate action.

At the fourth & fifth levels, incumbents review all types of product submissions (e.g., including most difficult product submissions) & review work of lower-level insurance contract analysts.

At the managerial level, incumbents supervise assigned staff & serve as division chief in assigned division.

GLOSSARY: The following are definitions of terms that will be cited herein for this classification series.

Product Submissions: Approximately 1,700 insurance entities conduct insurance business in the State of Ohio, write approximately thirty-eight (38) different lines of business (e.g., auto, homeowners, life, health, disability, surplus lines) & submit approximately 25,000 various lines of business & supporting documentation (e.g., insurance applications, product advertising, contract policy forms, endorsements, underwriting rules, rating rules, rate pages, actuarial support information & open enrollment forms) to the Department of Insurance on an annual basis. All of these documents are internally referred to as product submissions. Before an insurance company can offer consumers any of its products or make changes in those products, it must first submit them to the Ohio Department of Insurance for analysis by one of the following divisions: Managed Care Division or Life & Health Division or Property & Casualty Division.

Product Development: The process of developing a product includes: researching & analyzing competitive markets, financial impact, risk factors & contract language implications to the insurance entity. The process also includes drafting, writing & editing contracts, manual rules, solicitation materials, etc. The product may be a rate, rule, contract, guideline, solicitation material or any portion thereof. Complete products or portions thereof are submitted to the assigned division (e.g., Life & Health Division or Property & Casualty Division or Managed Care Division) at which time they are referred to as product submissions.

Analysis: The process of applying knowledge (e.g., state & federal laws, regulations, bulletins, agency policy, insurance principles, economic trends, industry practices, litigation standards of clarity to contract language & public policy issues) in the evaluation of product submissions to determine whether or not, or under what conditions, they would be acceptable to be offered to consumers in the State of Ohio. Tracks: The method of identifying data elements contained in data bases in order to respond to inquiries (e.g., if a product submission has been made, when, status, rate effect) from industry, consumers, government officials & internal staff & the method used to identify - by using established data bases - where each of the approximately 25,000 product submissions are within the review process.

Verifies: The manner by which the accuracy of the information submitted by the insurance company in the product submission is checked by the contract analyst against historical department records.

Assists: The manner in which a lower-level contract analyst assimilates some of the greater experience, knowledge & analytical skills of the senior contract analyst when working together in the analysis of a product submission.

Recommends/Determines Appropriate Action: A recommendation is a preliminary decision subject to review by a more senior contract analyst. A determination is the end product of a contract analyst's deliberative process (e.g., which may include the review of a recommendation) with the judgment to make the final decision.

Develops Computer Generated Workpapers: The creation of a framework which allows the display of data as a support document for statistical analyses for government officials, industry & regulatory groups & organizations & internal staffs composed of: Legal, Financial Regulation, Market Conduct, Enforcement, Consumer Services & Administration.

Develops Statistical Information: The means of identification of important information needed for forecasting future direction or trending (e.g., patterns of future claims, consumer complaints, pattern of industry product development).

Organizes: The method by which product submissions are maintained after the review process is completed. This includes alphabetizing by the company name, verifying the product line (e.g., homeowners, dwelling, fire, personal auto, life, annuity, individual health, group health, health maintenance plans & dental plans), determining the type of submission (e.g., rate; rule; policy form; certificate of authority; advertising) & placing them in the proper insurance company by date, page or form number.

Identifies Critical Information: The procedure by which the cover letter & product submission memoranda are reviewed so as to determine the appropriate information to be entered on the various data bases.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Insurance Contract Analyst 1	66741	31	08/21/2005

CLASS CONCEPT:

The entry level class works under immediate supervision & requires working knowledge of insurance in order to assist higher-level insurance contract analyst & review product submissions of assigned division (e.g., property & casualty division or life & health division or managed care division) for completeness (e.g., rules; policies; forms) & identify variety & complexity of product submissions.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Insurance Contract Analyst 2	66742	32	08/21/2005

CLASS CONCEPT:

The first developmental level class works under direction & requires working knowledge of insurance & applicable state & federal laws & regulations in order to analyze standard product submissions (e.g., Medicare supplement; term life; homeowners; surplus lines; risk retention groups) of assigned division (e.g., property & casualty division or life & health division or managed care division) & recommend appropriate action.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Insurance Contract Analyst 3	66743	33	08/21/2005

CLASS CONCEPT:

The second developmental level class works under direction & requires working knowledge of insurance & applicable state & federal laws & regulations in order to review standard product submissions (e.g., Medicare supplement; term life; homeowners; surplus lines; risk retention groups) of assigned division (e.g., property & casualty division or life & health division or managed care division) & determine appropriate action.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Insurance Contract Analyst 4	66744	34	08/21/2005

CLASS CONCEPT:

The full performance level class works under direction & requires considerable knowledge of insurance & applicable state & federal laws & regulations in order to review full range of standard product submissions (e.g., ordinary life; term; auto; fire; homeowners; surplus lines; risk retention groups) for assigned division (e.g., property & casualty division or life & health division or managed care division) & determine appropriate action & assist in review of full range of complex product submissions & recommends appropriate action.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Insurance Contract Analyst 5	66745	35	08/21/2005

CLASS CONCEPT:

The advanced level class works under direction & requires thorough knowledge of insurance & applicable state & federal laws & regulations in order to review full range of complex product submissions (e.g., license applications; underwriting rules; statistical information; registration forms; service for process for legal notice) for assigned division (e.g., property & casualty division or life & health division or managed care division), determine appropriate action & serve as lead worker over lower-level insurance contract analysts.

CLASS TITLE

Insurance Contract Analyst Manager

CLASS NUMBER

66746

PAY RANGE

16

EFFECTIVE

04/02/2006

CLASS CONCEPT:

The managerial level class works under general direction & requires extensive knowledge of insurance & applicable state & federal laws & regulations in order to supervise & coordinate training & education programs for assigned staff (e.g., insurance contract analysts; insurance actuaries; support staff) & serve as division chief in assigned division (e.g., property & casualty division or life & health division or managed care division), recommend policy & procedure changes affecting statewide insurance operations & coordinate activities in assigned division.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Insurance Contract Analyst 1	66741	14	08/21/2005	31

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Assists higher-level insurance contract analysts & reviews insurance company product submissions (e.g., rules, policies, forms, surplus lines applications & reports, contracts) of assigned division (e.g., property & casualty division or life & health division or managed care division) for completeness to ensure compliance with applicable federal & state laws & regulations & department policies & identifies variety & complexity of product submissions.

Explains department policies & procedures to insurance company representatives; requests additional information from companies or general public on routine basis.

Researches historic product submission information from hard copy & microfilm files in order to analyze insurance company product submissions; utilizes various databases to track product submissions (e.g., file control system; NAIC database; date prompt system; lotus database & file) between contract analysts & actuarial staff in relation to deemer dates.

Organizes product submissions after final review & works with insurance company representatives during review of product submissions submitted by other insurance companies; collects & accounts for monies obtained from copies of product submissions; collects &/or verifies insurance company fees &/or taxes & forwards to appropriate authorities; verifies product submission data for accuracy & records status; provides work direction & training to clerical/secretarial support staff on specific work assignments; performs variety of tasks (e.g., files records & reports; purges files; assists with mailings) related to assigned division; operates computer equipment to develop & generate materials (e.g., correspondence; reports; memorandums).

MAJOR WORKER CHARACTERISTICS:

Knowledge of insurance practices governing assigned division (e.g., property & casualty division or life & health division or managed care division); federal & state laws, regulations & standards & agency policies & procedures governing insurance operations of assigned division; statistics. Skill in operation of calculator; operation of personal computer or mainframe computer. Ability to define problems, collect data, establish facts & draw valid conclusions; read technical literature of concrete nature; gather, collate & classify information about data, people or things; handle sensitive inquiries from & contacts with officials & general public; communicate both verbally & in writing.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in insurance, business or mathematics; 6 mos. exp. in operation of personal computer or mainframe computer.

-Or 1 course in insurance; 1 course in algebra, calculus or statistics; 18 mos. exp. in insurance field working with insurance contracts (e.g., health; life; annuities; personal lines; commercial lines); 6 mos. exp. in operation of personal computer or mainframe computer.

-Or 21 mos. exp. in insurance field working with insurance contracts (e.g., health; life; annuities; personal lines; commercial lines); 6 mos. exp. in operation of personal computer or mainframe computer; 1 course in algebra, calculus or statistics.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

CLASS TITLE	CLASS NUMBER	B. U.	EFFECTIVE	PAY RANGE
Insurance Contract Analyst 2	66742	14	08/21/2005	32

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Analyzes (e.g., applies knowledge of state & federal laws, regulations, bulletins, agency policy, insurance principles, economic trends, industry practices, litigation standards of clarity to contract language & public policy issues in evaluation of product submissions to determine whether or not, or under what conditions, they would be acceptable to be offered to consumers in State of Ohio) standard insurance company product submissions (e.g., health; Medicare supplement; term life; homeowners; surplus lines; risk retention groups) of assigned division (e.g., property & casualty division or life & health division or managed care division), recommends appropriate action, ensures compliance with applicable federal & state laws & regulations & department bulletins & policies & provides work direction & training to lower-level insurance analysts & clerical/secretarial support staff on specific work assignments.

Explains department policies & procedures to insurance company representatives; identifies critical information regarding product submissions; requests additional information from insurance companies when necessary; notifies companies of compliance or non-compliance, corrective measures needed or of approval or disapproval; answers inquiries from insurance company representatives, general public or other department & governmental staff regarding standard & some technical insurance issues.

Researches historic product submissions from hard copy & microfilm files & collects &/or verifies insurance company fees &/or taxes & forwards to appropriate authorities; utilizes various databases to track product submissions (e.g., file control system; date prompt system; lotus database & files); develops statistical information on company product submissions for presentations; attends meetings (e.g., governmental; regulatory; staff); performs duties of lower-level insurance contract analysts during absences &/or heavy workloads; performs variety of tasks (e.g., files records & reports; purges files; assists with mailings) related to assigned division; operates computer equipment to develop & generate materials (e.g., correspondence; reports; memorandums).

MAJOR WORKER CHARACTERISTICS:

Knowledge of insurance practices governing assigned division (e.g., property & casualty division or life & health division or managed care division); federal & state laws, regulations & standards & agency policies & procedures governing insurance operations of assigned division; statistics; employee training & development*. Skill in operation of calculator; operation of personal computer or mainframe computer. Ability to define problems, collect data, establish facts & draw valid conclusions; read technical literature of concrete nature; gather, collate & classify information about data, people or things; handle sensitive inquiries from & contacts with officials & general public; communicate both verbally & in writing.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in insurance, business or mathematics; 2 yrs. exp. in insurance field working with insurance contracts (e.g., health; life; annuities; personal lines; commercial lines) pertinent to assigned division (e.g., for positions in managed care division, exp. must be in managed care field, for positions in property & casualty division, exp. must be in property & casualty field, for positions in life & health division, exp. must be in life & health field); 6 mos. exp. in operation of personal computer or mainframe computer.

-Or 4 courses in insurance pertinent to assigned division (e.g., for positions in managed care division, courses must be in managed care field, for positions in property & casualty division, courses must be in property & casualty field, for positions in life & health division, courses must be in life & health field); 3 yrs. exp. in insurance field working with insurance contracts (e.g., health; life; annuities; personal lines; commercial lines) pertinent to assigned division (e.g., for positions in managed care division, exp. must be in managed care field, for positions in property & casualty division, exp. must be in property & casualty field, for positions in life & health division, exp. must be in life & health field); 6 mos. exp. in operation of personal computer or mainframe computer.

-Or 4 yrs. exp. in insurance field working with insurance contracts (e.g., health; life; annuities; personal lines; commercial lines) pertinent to assigned division (e.g., for positions in managed care division, exp. must be in managed care field, for positions in property & casualty division, exp. must be in property & casualty field, for positions in life & health division, exp. must be in life & health field); 6 mos. exp. in operation of personal computer or mainframe computer.

-Or 2 yrs. exp. as Insurance Contract Analyst 1, 66741, in assigned division (e.g., for positions in managed care division,

exp. must be in managed care division, for positions in property & casualty division, exp. must be in property & casualty division, for positions in life & health division, exp. must be in life & health division).

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Insurance Contract Analyst 3	66743	14	08/21/2005	33

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Analyzes all standard insurance company product submissions (e.g., health; Medicare supplement; term life; homeowners; surplus lines; risk retention groups) of assigned division (e.g., property & casualty division or life & health division or managed care division), determines appropriate action, ensures compliance with applicable federal & state laws & regulations & department bulletins & policies, calculates rates, negotiates routine issues with insurance company representatives & provides work direction & training to lower-level insurance contract analysts & clerical/secretarial support staff on specific work assignments.

Assists in analysis of complex insurance product submissions (e.g., group major medical; guarantee investment contracts; deferred & immediate annuities; credit life & health; medical malpractice; commercial umbrella & excess catastrophic) of assigned division.

Explains departmental policies & procedures to insurance company representatives; identifies critical insurance issues (e.g., statutory requirements, rules, regulations, policies, hearing rights or any other information deemed necessary by Department of Insurance) regarding product submissions; requests additional information from insurance companies when needed; notifies companies of compliance or non-compliance, corrective measures needed or of approval or disapproval; answers inquiries from insurance company representatives, general public & other department & government staff regarding standard & some technical insurance issues; attends meetings (e.g., internal & external governmental & regulatory).

Researches historic product submissions from hard copy & microfilm files & collects &/or verifies insurance company fees &/or taxes & forwards to appropriate authorities; utilizes various databases to track product submissions (e.g., file control system; data prompt system; lotus database & files); develops statistical information on company product submissions for written or verbal presentations to General Accounting Office (i.e., GAO), National Association of Insurance Commissioners (i.e., NAIC), testimony before Ohio General Assembly, Governor of Ohio & consumer organizations; performs duties of lower-level insurance contract analysts during absences &/or heavy workloads; performs variety of tasks (e.g., files records & reports; purges files; assists with mailings) related to assigned division; operates computer equipment to develop & generate written materials (e.g., correspondence; reports; memorandums).

MAJOR WORKER CHARACTERISTICS:

Knowledge of insurance practices governing assigned division (e.g., property & casualty division or life & health division or managed care division); federal & state laws & regulations & standards & agency policies & procedures governing insurance operations of assigned division; statistics; employee training & development*. Skill in operation of calculator; operation of personal computer &/or mainframe computer. Ability to define problems, collect data, establish facts & draw valid conclusions; read technical literature of concrete nature; gather, collate & classify information about data, people or things; handle sensitive inquiries from & contacts with officials & general public; communicate both verbally & in writing.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in insurance, business or mathematics; 4 yrs. exp. in insurance field working with insurance contracts (e.g., health; life; annuities; personal lines; commercial lines) pertinent to assigned division (e.g., for positions in managed care division, exp. must be in managed care field, for positions in property & casualty division, exp. must be in property & casualty field, for positions in life & health division, exp. must be in life & health field); 6 mos. exp. in operation of personal computer or mainframe computer.

-Or 6 courses in insurance pertinent to assigned division (e.g., for positions in managed care division, courses must be in managed care field, for positions in property & casualty division, courses must be in property & casualty field, for positions in life & health division, courses must be in life & health field); 4 1/2 yrs. exp. in insurance field working with insurance contracts (e.g., health; life; annuities; personal lines; commercial lines) pertinent to assigned division (e.g., for positions in managed care division, exp. must be in managed care field, for positions in property & casualty division, exp. must be in property & casualty field, for positions in life & health division, exp. must be in life & health field); 6 mos. exp. in operation of personal computer or mainframe computer.

-Or 6 yrs. exp. in insurance field working with insurance contracts (e.g., health; life; annuities; personal lines; commercial

lines) pertinent to assigned division (e.g., for positions in managed care division, exp. must be in managed care field, for positions in property & casualty division, exp. must be in property & casualty field, for positions in life & health division, exp. must be in life & health field); 6 mos. exp. in operation of personal computer or mainframe computer.

-Or 2 yrs. exp. as Insurance Contract Analyst 2, 66742, pertinent to assigned division (e.g., for positions in managed care division, exp. must be in managed care division, for positions in property & casualty division, exp. must be in property & casualty division, for positions in life & health division, exp. must be in life & health division).

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Insurance Contract Analyst 4	66744	14	08/21/2005	34

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Analyzes full range of standard insurance company product submissions (e.g., health; ordinary life; term life; auto; fire; homeowners; surplus lines; risk retention groups) of assigned division (e.g., property & casualty division or life & health division or managed care division) & determines appropriate action, analyzes full range of complex insurance product submissions (e.g., group major medical; guarantee investment contracts; deferred & immediate annuities; credit life & health; medical malpractice; commercial umbrella & excess catastrophic) of assigned division & recommends appropriate action to higher-level insurance contract analyst, calculates rates, ensures compliance with applicable federal & state laws & regulations, department bulletins & policies, negotiates issues with insurance company representatives, performs site visitations as required & provides work direction & training to lower-level insurance contract analysts & clerical/secretarial support staff on specific work assignments.

Explains department policies & procedures to insurance company representatives; requests additional information from insurance companies when necessary; notifies insurance companies of compliance or non-compliance, corrective measures needed, approval or disapproval & of administrative hearing rights; answers inquiries from insurance company representatives, general public & other department & governmental staff on wide variety of technical (e.g., unusual &/or unique issues that require interpretation & deal with special circumstances often in regards to new product submissions &/or unique combination of benefits) insurance issues; attends meetings (e.g., internal & external governmental & regulatory).

Researches historic product submission information from hard copy & microfilm files & collects &/or verifies insurance company fees &/or taxes & forwards to appropriate authorities; utilizes various databases to organize industry submissions data (e.g., file control system; date prompt system; NAIC database; lotus database & files); reviews status of product submissions, develops computer generated workpapers & spread sheets of data & identifies industry trends, problems or other patterns associated with company actions; performs duties of lower-level insurance contract analysts during absences &/or heavy workloads; performs variety of tasks (e.g., files records & reports; purges files; assists with mailings) related to assigned division; operates computer equipment to develop & generate written materials (e.g., correspondence; reports; memorandums).

MAJOR WORKER CHARACTERISTICS:

Knowledge of insurance practices governing assigned division (e.g., property & casualty division or life & health division or managed care division); federal & state laws & regulations & standards & agency policies & procedures governing insurance operations of assigned division; statistics; employee training & development*. Skill in operation of calculator; operation of personal computer &/or mainframe computer. Ability to define problems, collect data, establish facts & draw valid conclusions; read technical literature of concrete nature; gather, collate & classify information about data, people or things; handle sensitive inquiries from & contacts with officials & general public; communicate both verbally & in writing.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in insurance, business or mathematics; 6 yrs. exp. in insurance field working with contracts & with insurance product development responsibility (e.g., health; life; annuities; personal lines; commercial lines) pertinent to assigned division (e.g., for positions in managed care division, exp. must be in managed care field, for positions in property & casualty division, exp. must be in property & casualty field, for positions in life & health division, exp. must be in life & health field) including responsibility for compliance with recognized state & federal laws, regulations & standards; 6 mos. exp. in operation of personal computer or mainframe computer.

-Or 8 courses in insurance pertinent to assigned division (e.g., for positions in managed care division, courses must be in managed care field, for positions in property & casualty division, courses must be in property & casualty field, for positions in life & health division, courses must be in life & health field); 6 yrs. exp. in insurance field working with contracts & with insurance product development responsibility (e.g., health; life; annuities; personal lines; commercial lines) pertinent to assigned division (e.g., for positions in managed care division, exp. must be in managed care field, for positions in property & casualty division, exp. must be in property & casualty field, for positions in life & health division, exp. must be in life & health field); including responsibility for compliance with recognized state & federal laws, regulations & standards; 6 mos. exp. in operation of personal computer or mainframe computer.

-Or 8 yrs. exp. in insurance field working with contracts & with insurance product development responsibility (e.g., health;

life; annuities; personal lines; commercial lines) pertinent to assigned division (e.g., for positions in managed care division, exp. must be in managed care field, for positions in property & casualty division, exp. must be in property & casualty field, for positions in life & health division, exp. must be in life & health field) including responsibility for compliance with recognized state & federal laws, regulations & standards; 6 mos. exp. in operation of personal computer or mainframe computer.

-Or 2 yrs. exp. as Insurance Contract Analyst 3, 66743, pertinent to assigned division (e.g., for positions in managed care division, exp. must be in managed care division, for positions in property & casualty division, exp. must be in property & casualty division, for positions in life & health division, exp. must be in life & health division).

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Insurance Contract Analyst 5	66745	14	08/21/2005	35

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Analyzes full range of complex insurance company product submissions (e.g., applications for licenses; underwriting rules; statistical information; registration forms; service of process for legal notice) & other related materials of assigned division (e.g., property & casualty division or life & health division or managed care division), determines appropriate action, ensures compliance with applicable federal & state laws & regulations & department bulletins & determines legal basis for policy, calculates rates, conducts difficult negotiations with insurance companies & performs site visitations as required & serves as lead worker (e.g., makes work assignments, reviews completed work, assists in development of training & educational programs, provides training) over lower-level insurance analysts & clerical/secretarial support staff on specific work assignments.

Explains department policies & procedures to insurance company representatives; requests additional information from insurance companies when needed; notifies insurance companies of compliance or non-compliance, corrective measures needed, approval or disapproval & administrative hearing rights; answers inquiries from insurance company representatives, general public & other department & government staff on variety of technical & complex insurance issues; represents assigned division in meetings (e.g., with government & industry representatives); attends meetings (e.g., internal & external government & regulatory); prepares & provides expert testimony on technical issues; assists in development of policies & procedures.

Researches historic product submissions from hard copy & microfilm files & collects &/or verifies insurance company fees &/or taxes & forwards to appropriate authorities; utilizes various databases to track industry submissions (e.g., file control system; NAIC database; date prompt system; lotus database & files); directs development of computer generated work papers & spread sheets in order to analyze data provided by insurance companies & identify & analyze industry trends, problems or other patterns associated with company actions; performs duties of lower-level insurance contract analysts during absences &/or heavy workloads; performs variety of tasks (e.g., files records & reports; purges files; assists with mailings) related to assigned division; operates computer equipment to develop & generate written materials (e.g., correspondence; reports; memorandums).

MAJOR WORKER CHARACTERISTICS:

Knowledge of insurance practices governing assigned division (e.g., property & casualty division or life & health division or managed care division); federal & state laws & regulations & standards & agency policies & procedures governing insurance operations of assigned division; statistics; supervisory principles & techniques*; employee training & development*. Skill in operation of calculator; operation of personal computer or mainframe computer. Ability to define problems, collect data, establish facts & draw valid conclusions; read technical literature of concrete nature; gather, collate & classify information about data, people or things; handle sensitive inquiries from & contacts with officials & general public; communicate both verbally & in writing.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in insurance, business or mathematics; 8 yrs. exp. in insurance field working with contracts & with insurance product development responsibility (e.g., health; life; annuities; personal lines; commercial lines) pertinent to assigned division (e.g., for positions in managed care division, exp. must be in managed care field, for positions in property & casualty division, exp. must be in property & casualty field, for positions in life & health division, exp. must be in life & health field) including responsibility for compliance with recognized state & federal laws, regulations & standards; 6 mos. exp. in operation of personal computer or mainframe computer.

-Or 10 courses in insurance pertinent to assigned division (e.g., for positions in managed care division, courses must be in managed care field, for positions in property & casualty division, courses must be in property & casualty field, for positions in life & health division, courses must be in life & health field); 7 1/2 yrs. exp. in insurance field working with contracts & with insurance product development responsibility (e.g., health; life; annuities; personal lines; commercial lines) pertinent to assigned division (e.g., for positions in managed care division, exp. must be in managed care field, for positions in property & casualty division, exp. must be in property & casualty field, for positions in life & health division, exp. must be in life & health field); including responsibility for compliance with recognized state & federal laws, regulations & standards; 6

mos. exp. in operation of personal computer or mainframe computer.

-Or 10 yrs. exp. in insurance field working with contracts & with insurance product development responsibility (e.g., health; life; annuities; personal lines; commercial lines) pertinent to assigned division (e.g., for positions in managed care division, exp. must be in managed care field, for positions in property & casualty division, exp. must be in property & casualty field, for positions in life & health division, exp. must be in life & health field) including responsibility for compliance with recognized state & federal laws, regulations & standards; 6 mos. exp. in operation of personal computer or mainframe computer.

-Or 2 yrs. exp. as Insurance Contract Analyst 4, 66744, pertinent to assigned division (e.g., for positions in managed care division, exp. must be in managed care division, for positions in property & casualty division, exp. must be in property & casualty division, for positions in life & health division, exp. must be in life & health division).

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Insurance Contract Analyst Manager	66746	EX	04/02/2006	16

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Supervises & coordinates training & education programs for assigned staff (e.g., insurance contract analysts, insurance actuaries, support staff) & serves as division chief in assigned division (e.g., life & health division or property & casualty division or managed care division), recommends policy & procedure changes affecting statewide insurance operations & coordinates activities in assigned division.

Reviews analytical process of full range of insurance company product submissions (e.g., rates, modifications, policies, endorsements & applications for license) to ensure compliance with federal & state laws & regulations & departmental policies, bulletins, handles most complex negotiations with insurance companies & conducts site visitations as required; acts as liaison with insurance company representatives & provides technical assistance regarding insurance matters; represents director in meetings & assigned committees; provides information for legislators; represents assigned division in administrative hearings & court proceedings; testifies at public hearings, task force committees &/or legislative reviews regarding insurance related matters of assigned division.

Answers complex inquiries from insurance company representatives, general public & other department & government staff; consults with & advises higher-level staff on departmental policy relating to division issues; attends meetings (e.g., national; state; insurance industry; regulatory); assists in preparation of technical reports regarding activities of assigned division & industry trends based on computer generated & other empirical data & prepares contracts, procedures, bulletins & rules; performs duties of lower-level insurance contract analysts during absences &/or heavy workloads; performs variety of tasks (e.g., files records & reports; purges files; assists with mailings) related to assigned division; operates computer equipment to develop & generate written materials (e.g., correspondence; reports; memorandums).

MAJOR WORKER CHARACTERISTICS:

Knowledge of insurance practices governing assigned division (e.g., property & casualty division or life & health division or managed care division); federal & state laws, regulations & standards & agency policies & procedures governing insurance operations of assigned division; statistics; managerial principles & techniques*; supervisory principles & techniques; business administration; employee training & development. Skill in operation of calculator; operation of personal computer or mainframe computer. Ability to define problems, collect data, establish facts & draw valid conclusions; read technical literature of concrete nature; gather, collate & classify information about data, people or things; handle sensitive inquiries from & contacts with officials & general public; communicate both verbally & in writing.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in insurance, business or mathematics; 10 yrs. exp. in insurance field working with contracts & with insurance product development responsibility (e.g., health; life; annuities; personal lines; commercial lines) pertinent to assigned division (e.g., for positions in managed care division, exp. must be in managed care field, for positions in property & casualty division, exp. must be in property & casualty field, for positions in life & health division, exp. must be in life & health field); 6 mos. exp. in operation of personal computer or mainframe computer.

-Or 10 courses in insurance pertinent to assigned division (e.g., for positions in managed care division, courses must be in managed care field, for positions in property & casualty division, courses must be in property & casualty field, for positions in life & health division, courses must be in life & health field); 9 1/2 yrs. exp. in insurance field working with contracts & with insurance product development responsibility (e.g., health; life; annuities; personal lines; commercial lines) pertinent to assigned division (e.g., for positions in managed care division, exp. must be in managed care field, for positions in property & casualty division, exp. must be in property & casualty field, for positions in life & health division, exp. must be in life & health field) including responsibility for compliance with recognized state & federal laws, regulations & standards which included 2 yrs. exp. in supervisory principles & techniques; 6 mos. exp. in operation of personal computer or mainframe computer.

-Or 12 yrs. exp. in insurance field working with contracts & with insurance product development responsibility (e.g., health; life; annuities; personal lines; commercial lines) pertinent to assigned division (e.g., for positions in managed care division, exp. must be in managed care field, for positions in property & casualty division, exp. must be in property & casualty field, for positions in life & health division, exp. must be in life & health field) including responsibility for compliance with recognized state & federal laws, regulations & standards which included 2 yrs. exp. in supervisory principles & techniques;

6 mos. exp. in operation of personal computer or mainframe computer.

-Or 2 yrs. exp. as Insurance Contract Analyst 5, 66745, pertinent to assigned division (e.g., for positions in managed care division, exp. must be in managed care division, for positions in property & casualty division, exp. must be in property & casualty division, for positions in life & health division, exp. must be in life & health division).

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.