

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

**CLASSIFICATION SERIES**

Insurance Licensing Analyst

**SERIES NUMBER**

6677

**MAJOR AGENCIES**

Department of Insurance Only

**EFFECTIVE**

03/05/2017

**SERIES PURPOSE**

The purpose of the insurance licensing analyst occupation is to issue, review, renew & maintain insurance licenses for individuals & business entities (e.g., resident & non-resident agents & agencies, Third Party Administrators, Reinsurance Intermediary, Managing General Agents, Surplus Lines, Public Insurance Adjusters, Viatical Settlement Brokers, Surety Bail Bond Agents, Limited Line Agents) throughout the country.

At the first level, incumbents perform insurance licensing activities.

At the supervisory level, incumbents oversee & coordinate insurance licensing activities within assigned unit & supervise insurance licensing examiners.

At the first managerial level, incumbent act as assistant license division administrator & supervise unit of insurance licensing examiners.

At the second managerial level, incumbent plans, administers & coordinates overall agency statewide & out of state insurance licensing program, manages activities of insurance licensing division & supervises assigned staff.

**JOB TITLE**

Insurance Licensing Examiner

**JOB CODE**

66771

**PAY GRADE**

30

**EFFECTIVE**

03/05/2017

**CLASS CONCEPT**

The full performance level class works under general direction & requires considerable knowledge of agency &/or state rules, regulations, statutes &/or procedures regarding insurance licensing in order to perform insurance licensing activities within assigned unit (e.g., Education, Business Entity or Licensing Processing) of insurance licensing division.

**JOB TITLE**

Insurance Licensing Supervisor

**JOB CODE**

66775

**PAY GRADE**

11

**EFFECTIVE**

08/20/2006

**CLASS CONCEPT**

The supervisory level class works under direction & requires thorough knowledge of federal & state insurance laws, regulations & standards & agency policies & procedures governing insurance license process, investigative & supervisory principles/techniques in order to oversee & coordinate insurance licensing activities within assigned unit (e.g., Education, Business Entity or License Processing) of insurance license division & supervise insurance licensing examiners.

**JOB TITLE**

Insurance Licensing Manager 1

**JOB CODE**

66776

**PAY GRADE**

13

**EFFECTIVE**

08/20/2006

**CLASS CONCEPT**

The first managerial level class works under direction & requires thorough knowledge of federal & state insurance laws, regulations & standards & agency policies & procedures governing insurance license process, investigative & supervisory principles/techniques in order to assist higher level licensing manager with administration of insurance license division by planning & administering insurance licensing activities, developing & implementing division policies & procedures & establishing short & long term goals & objectives, within insurance licensing division, & in addition, supervise insurance licensing examiners assigned to one unit .

**JOB TITLE**

Insurance Licensing Manger 2

**JOB CODE**

66777

**PAY GRADE**

15

**EFFECTIVE**

08/20/2006

**CLASS CONCEPT**

The second managerial level class works under direction & requires extensive knowledge of federal & state insurance laws, regulations & standards & agency policies & procedures governing insurance license process, investigative & managerial principles/techniques in order to plan, administer & coordinate overall agency statewide & out of state insurance licensing program, manage activities of insurance licensing division & supervise assigned staff (e.g., insurance licensing manager 1 & insurance licensing supervisor).

<b>JOB TITLE</b>	<b>JOB CODE</b>	<b>B. U.</b>	<b>EFFECTIVE</b>	<b>PAY GRADE</b>
Insurance Licensing Examiner	66771	07	03/05/2017	30

**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.)

Performs insurance licensing activities within assigned unit (e.g., Education, Business Entity or License Processing) of insurance license division (e.g., reviews, processes, approves, initial and renewal applications, verifies applications for licensure are complete, reviews websites & industry databases (e.g., National Association of Insurance Commissioners (NAIC), National Insurance Producer Registry (NIPR), Financial Industry Regulatory Authority (FINRA), Ohio Secretary of State & other state departments) to determine license status & eligibility for licensure; reviews analyzes & responds to problem insurance applications; reviews & analyzes background checks, written statements of circumstances leading to violations, charging documents & other pertinent information that states charges & allegations against individual or business entity or documents that demonstrate resolution of charges or any final judgments; prepares investigation/examination reports for possible administrative action; monitors & reviews active licenses for continued licensure eligibility; tracks & maintains information regarding agent continuing education; reviews, researches & resolves agent non-compliance issues; processes agent inactivation suspensions & revocations; tracks & processes suspension reactivation & agent extension requests; reviews & approves agent pre-licensing & continuing education providers, courses, & instructors; audits, tracks & maintains information regarding agent education; researches & resolves problems regarding pre-licensing & continuing education issues; processes & tracks annual or biannual renewals for all license types & education providers.

Researches & resolves problems regarding license status issues; reviews, updates & maintains individual/business entity information (e.g., name changes, address changes, corporate structure changes, appointment requests, appointment termination requests & renewal information; reviews & processes license renewals; reviews, processes & responds to late renewal filings to determine eligibility for reactivation of license; reviews & processes agent requests to have licenses inactivated, / reactivated or surrendered; uses check tracking system to approve or deny deposit of checks, returns denied deposits to individuals/business entities; researches & resolves problems with un-processed checks & processes charges for service fees; reviews & processes requests for home state certification letters, duplicate licenses & clearance letters; processes & responds to public record requests.

Responds to telephone inquiries & answers questions received by phone, letter, fax or email from individuals/business entities, insurance companies & public; responds to inquiries & provides general information on insurance law & procedures; makes recommendations/suggestions to supervisor for efficient resolution of technical problems.

Performs related office & clerical duties (e.g., opens, time stamps, sorts & distributes incoming division mail; assists in departmental mass mailings; prepares enters & scans documentation for imaging system; prints individual/business entity licenses, home state certification letters, clearance letters, inactivation letters, surrender letters, license termination notices, files documents in prospective filing system; assists department with special projects).

**MAJOR WORKER CHARACTERISTICS**

Knowledge of state insurance laws, rules, regulations, statutes & procedures (e.g., Ohio Revised Code dealing with insurance law: Title 39, Ohio Administrative Code Section 3905, 3916, 3951, 3953, 3959: chapters 3901-1, 3901-3 & 3901-5)\*; employee training & development\*; office management\*; public relations. Skill in operation of personal computer and applicable software applications (e.g., word processing, spreadsheets, databases). Ability to define problems, collect data, establish facts & draw valid conclusions; gather documents & prepare accurate & concise reports; cooperate with co-workers; deal with problems involving several variables in familiar context; resolve complaints from citizens & government officials.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

36 mos. trg. or 36 mos. exp. in insurance field (i.e., regulatory or industry) (e.g., agent, licensing technician, underwriter, claims adjuster); 2 courses or 6 mos. exp. in customer service; 12 mos. trg. or 12 mos. exp. in operation of personal computer.

-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>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Insurance Licensing Supervisor	66775	EX	08/20/2006	11

**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.)**

Oversees & coordinates insurance licensing activities within assigned unit (i.e., Education, Business Entity or License Processing) of insurance license division, oversees collection & processing of insurance fees submitted to assigned unit & ensures compliance with applicable statutes, oversees activities specific to assigned unit (e.g., oversees & coordinates review, analysis & processing of insurance license applications including problem insurance license applications & resulting background checks that include written statements explaining circumstances of violations, charging documents, copies of hearing notice or other documents that state charges & allegations against individual or business entity or other evidence that demonstrates resolution of charges or any final judgments; oversees & coordinates interviews to gather information & obtain documentation & evidence; oversees preparation of investigation/examination reports; assists manager in determining license eligibility; oversees & coordinates tracking of information regarding agent continuing education requirements, response to inquiries regarding continuing education issues & research & resolution of problems; monitors processing of agent suspensions/revocations, extension requests & suspension reactivations; monitors process to determine eligibility & approve licensing of pre-licensing education schools & oversees auditing & tracking of schools & instructors), researches & reviews insurance statutes, regulations & bulletins to ensure compliance, responds to inquiries from individual agents & entities, communicates both verbally & by written correspondence with insurance company officials & agents regarding regulations, examination requirements & continuing education requirements, supervises assigned staff (e.g., insurance licensing examiners), conducts staff meetings, provides training for staff & oversees staff in entering data into Ohio Department of Insurance computer system.

Assists in review of insurance licensing forms & applications; makes recommendations for procedural changes in relation to licensing &/or educational process; oversees microfilming of unit records & disposal of license records; operates personal computer &/or computer terminal to edit, enter &/or verify data &/or to produce correspondence &/or reports; resolves insurance licensing matters dealing with obvious complaint issues; confers with insurance licensing managers regarding sensitive insurance issues; interprets Ohio insurance laws for insurance companies located within & outside state of Ohio.

Participates in state of Ohio examination (i.e., testing) review process; presents testimony at departmental hearings; resolves disagreements regarding insurance laws & procedures with insurance company representatives, insurance agents & general public; assists division manager in biennial budget process; compiles data & prepares reports.

**MAJOR WORKER CHARACTERISTICS**

Knowledge of insurance practices governing insurance licensing division; federal & state insurance laws, regulations & standards & agency policies & procedures governing insurance licensing process (e.g., Ohio Revised Code dealing with Crimes-Procedures: Title 29; Ohio Revised Code dealing with insurance law: Title 39, Chapters 3905, 3916, 3951, 3953, 3959: Title 1, Chapter 119, 149: Title 17 dealing with incorporated agencies for insurance; Administrative Codes 3901-1, 3901-3, & 3901-5); supervisory principles/techniques\*; employee training & development\*; investigative principles/techniques to ensure compliance with applicable laws, ethic & professional standards\*; public relations. Skill in operation of personal computer &/or mainframe computer. Ability to define problems, collect data, establish facts & draw valid conclusions; handle sensitive inquiries from & contacts with insurance officials & general public; gather, collate & classify information about data, people or things; prepare accurate & concise reports.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

Completion of undergraduate core program in insurance, accounting or business administration; 3 yrs. exp. in insurance field (i.e., regulatory or industry)(e.g., agent licensing, compliance & legal); 12 mos. trg. or 12 mos. exp. in operation of personal computer.

-Or 36 mos. exp. as Insurance Licensing Examiner, 66771.

-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>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Licensing Manager 1	66776	EX	08/20/2006	13

**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 licensing manager with administration of insurance license division by planning & administering insurance licensing activities, developing & implementing division policies & procedures & establishing short & long term goals & objectives, within insurance licensing division, & in addition, supervises insurance licensing examiners assigned to one unit (e.g., Education, Business Entity or License Processing) & oversees collection & processing of insurance fees submitted to assigned unit & ensures compliance with applicable statutes, oversees activities specific to assigned unit (e.g., oversees & coordinates review, analysis & processing of insurance license applications including problem insurance license applications & resulting background checks that include written statements explaining circumstances of violations, charging documents, copies of hearing notice or other documents that state charges & allegations against individual or business entity or other evidence that demonstrates resolution of charges or any final judgments; oversees & coordinates interviews to gather information & obtain documentation & evidence; oversees preparation of investigation/examination reports; assists manager in determining license eligibility; oversees & coordinates tracking of information regarding agent continuing education requirements, response to inquiries regarding continuing education issues & research & resolution of problems; monitors processing of agent suspensions/revocations, extension requests & suspension reactivations; monitors process to determine eligibility & approve licensing of pre-licensing education schools & oversees auditing & tracking of schools & instructors), assists higher level licensing manager with researching & reviewing insurance statutes, regulations & bulletins to ensure compliance, responds to inquiries from individual agents & entities, communicates both verbally & by written correspondence with insurance company officials & agents regarding regulations, examination requirements & continuing education requirements, supervises assigned staff (e.g., insurance licensing examiners), conducts staff meetings, provides training for staff & oversees staff in entering data into Ohio Department of Insurance computer system.

Assists higher-level insurance licensing manager in review of existing licensing forms & applications to reflect changes in insurance laws & regulations; recommends procedural revisions for processing licenses; coordinates scanning of all division records; coordinates retention/disposal of all licensing records in compliance with applicable statutes; researches & resolves problems regarding license or status issues; responds verbally & in writing to inquiries from individuals, business entities, insurance companies & general public; interprets & clarifies insurance laws & procedures to insurance industry & public; updates licensing division staff regarding policy interpretations & administration of statutes & rules & ensures staff compliance with same; provides staff training.

Oversees & researches problem resolution of un-processed checks, processing of service charges & issuance of debits & credits for insurance companies, individuals & business entities; oversees vendors' performance & compliance with contracts & assists with resolution of problems/conflicts or other vendor issues.

Participates in examination review committee; presents testimony at departmental administrative hearings & court hearings; represents division manager at meetings; assists division manager in biennial budget process; prepares statistical reports.

**MAJOR WORKER CHARACTERISTICS**

Knowledge of insurance practices governing insurance licensing division; federal & state insurance laws, regulations & standards & agency policies & procedures governing insurance licensing process (e.g., Ohio Revised Code dealing with Crimes-Procedures: Title 29; Ohio Revised Code dealing with insurance law: Title 39, Chapters 3905, 3916, 3951, 3953, 3959: Title 1, Chapter 119, 149: Title 17 dealing with incorporated agencies for insurance; Administrative Codes 3901-1, 3901-3, & 3901-5); investigative principles/techniques to ensure compliance with applicable laws, ethic & professional standards\*; managerial principles/techniques\*; supervisory principles/techniques; employee training & development; office management\*; public relations. Skill in operation of personal computer &/or mainframe computer. Ability to define problems, collect data, establish facts & draw valid conclusions; handle sensitive inquiries from & contacts with insurance officials & general public; gather, collate & classify information about data, people or things; prepare accurate & concise reports.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

Completion of undergraduate core program in insurance, accounting or business administration; 5 yrs. exp. in insurance field (i.e., regulatory or industry)(e.g., agent licensing, compliance & legal); 12 mos exp or 12 mos trg. in supervisory

principles/techniques; 12 mos. exp. in operation of personal computer.

-Or completion of undergraduate core program in insurance, accounting or business administration; 4 yrs. exp. in insurance field (i.e., regulatory or industry)(e.g., agent licensing, compliance & legal); completion of 6 insurance designation courses; 12 mos. exp. or 12 mos. trg. in supervisory principles & techniques; 12 trg. or 12 mos. exp. in operation of personal computer.

-Or 12 mos. exp. as Insurance Licensing Supervisor, 66775.

-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>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Licensing Manager 2	66777	EX	08/20/2006	15

**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.)**

Plans, administers & coordinates overall agency statewide & out of state insurance licensing program, manages activities of insurance licensing division, (i.e., manages activities of Education, Business Entity & License Processing units through supervising unit supervisors & insurance licensing manager 1, independently plans, oversees & coordinates activities of License Division), (e.g., plans, administers, oversees & coordinates review, analysis & processing of insurance license applications including problem insurance license applications & resulting background checks that include written statements explaining circumstances of violations, charging documents, copies of hearing notice or other documents that state charges & allegations against individual or business entity or other evidence that demonstrates resolution of charges or any final judgments; oversees & coordinates interviews to gather information & obtain documentation & evidence; oversees preparation of investigation/examination reports; determines license eligibility; plans, administers, oversees & coordinates tracking of information regarding agent continuing education requirements, response to inquiries regarding continuing education issues & research & resolution of problems; monitors processing of agent suspensions/revocations, extension requests & suspension reactivations; monitors process to determine eligibility & approve licensing of pre-licensing education schools & oversees auditing & tracking of schools & instructors, plans, directs & manages collection & processing of all license fees in compliance with applicable statutes, develops, coordinates & implements division policies & procedures, trains &/or monitors training of division personnel, coordinates & directs curriculum ranges for continuing education courses, establishes long-range & short-term goals & objectives, prepares division biennial budget, interviews applicants & recommends for hire & travels & speaks to agent groups & entities within & outside state of Ohio).

Represents agency director & assistant director on licensing task forces; meets with National Association of Insurance Commissioners (i.e., NAIC) subgroups for purpose of promulgation of model laws; serves on agency task forces regarding insurance licensing related legislation; attends meetings with Securities & Insurance Licensing Association (i.e., SILA); meets with insurance company officials & state-wide agent associations regarding complex licensing problems & reports findings & financial data to agency director & assistant director; oversees & facilitates vendors' performance & compliance with contracts; coordinates & oversees resolution of problems, conflicts &/or issues involving vendors; assists in preparation & approval of requests for proposals (i.e., RFP's) involving License Division tasks; assists & attends annual test vendor review meetings & licensing/education forums; researches & reviews insurance statutes, regulations & bulletins to ensure compliance; assist with research, drafting & review of changes to insurance license statutes, regulations & bulletins.

Testifies before legislature regarding insurance license legislation; participates in preparation of hearings; testifies in administrative hearings & court hearings; drafts insurance bulletins & directives to insurance companies, agents & other insurance entities regulated; is responsible for activities of Insurance Agent Education Advisory Council & conducts meetings on behalf of agency director or assistant director; responds to inquiries from individual agents & entities, communicates both verbally & by written correspondence with insurance company officials & agents regarding regulations, examination requirements & continuing education requirements.

**MAJOR WORKER CHARACTERISTICS**

Knowledge of insurance practices governing insurance licensing division; federal & state insurance laws, regulations & standards & agency policies & procedures governing insurance licensing process (e.g., Ohio Revised Code dealing with Crimes-Procedures: Title 29; Ohio Revised Code dealing with insurance law: Title 39, Chapters 3905, 3916, 3951, 3953, 3959; Title 1, Chapter 119, 149: Title 17 dealing with incorporated agencies for insurance; Administrative Codes 3901-1, 3901-3 & 3901-5); investigative principles/techniques to ensure compliance with applicable laws, ethic & professional standards\*; managerial principles/techniques\*; supervisory principles/techniques; employee training & development; office management, public relations. Skill in operation of personal computer &/or mainframe computer. Ability to define problems, collect data, establish facts & draw valid conclusions; handle sensitive inquiries from & contacts with insurance officials & general public; gather, collate & classify information about data, people or things; prepare accurate & concise reports.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

Completion of undergraduate core program in insurance, accounting or business administration; 8 yrs. exp. in insurance field (i.e., regulatory or industry)(e.g., agent licensing, compliance & legal); 24 mos. trg. or 24 mos. exp. in supervisory principles/techniques; 12 mos. trg. or 12 mos. exp. in operation of personal computer.

-Or completion of undergraduate core program in insurance, accounting or business administration; 7 yrs. exp. in insurance



field (i.e., regulatory or industry) (e.g., agent licensing, compliance & legal); completion of 6 insurance designation courses; 24 mos. trg. or 24 mos. exp. in supervisory principles/techniques; 12 mos. trg. or 12 mos. exp. in operation of personal computer.

-Or 12 mos. exp. as Insurance Licensing Manager 1, 66776.

-Or 24 mos. exp. as Insurance Licensing Supervisor, 66775.

-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

