

Specification for Class of

MARKET CONDUCT EXAMINER 1

Abolished Initially Effective January 13, 2006

Abolished Final Effective February 10, 2006

Definition: Within the Office of Insurance Commissioner (OIC), independently performs professional examinations and evaluations of the operations of insurers, health care service contractors, health maintenance organizations, or other regulated entities to ensure compliance with statutes and regulations relating to their conduct in the market place.

Typical Work

Conducts field examinations and desk audits of insurers, and health maintenance organizations and/or investigate consumer complaints of regulated entities to determine compliance with Washington statutes and regulations;

Participates in the analysis of examination or investigation results, gathers and preserves documenting evidence, and writes detailed reports of examinations/investigation using a personal computer, word processing, spreadsheet and database software;

Reviews underwriting procedures to ensure that they are not discriminatory, and advertising materials, rates, forms and agent records for compliance with Washington laws;

Reviews claims settlements for compliance with unfair claims settlement regulations, as well as accurate and timely payment of claims settlements; or monies due consumers, i.e., cancellations and unearned premium refunds;

Reviews cases with Insurance Commissioner staff, attorney and insurance industry, presents evidence and participates in license revocation hearings and/or serves as expert witness in administrative hearings or court;

Conducts interview of insurer staff and executives in the course of examinations, and/or utilize investigative techniques in obtaining statements of fact;

Conducts studies for the Office of Insurance Commissioner on such matters as market penetration by carriers and market availability;

May be required to travel within State of Washington or throughout the United States;

Performs other work as required.

Knowledge and Abilities

Knowledge of: laws and regulations pertaining to insurance companies; principles of sales, advertising, underwriting, rating, claims, accounting or similar services of an insurance company or rating organization.

Ability to: understand and apply regulatory laws, policies and standards to specific situations in insurance company examinations; investigative, analyze and make complete and accurate examinations; write clear, concise and informative reports; carry out oral and written instructions.

Minimum Qualifications

A Bachelor's degree and two years of professional experience in one or more of the following: insurance underwriting, rating, claims, or policy service with an insurance company, health care service contractor, health maintenance organization, or state insurance department. OR

A Bachelor's degree and two years of professional experience in investigations or regulatory compliance. OR

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

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

New class: 8-15-86

Revised definition and minimum qualifications: 12-9-88

Revised definition, minimum qualifications and general revision:
9-11-98

Revised definition and minimum qualifications: 7-13-01